Working with a world renowned entertainment company on behalf of Partner- Case Study

EIL GLOBAL

World's most successful entertainment company which owns largest and best known studios in Hollywood. Having offices in around 20 countries and operations over 98 locations across the globe, the company owns and operates broadcast television networks, cable television networks and theater divisions and theme parks around the world.

The challenges

EIL Global's Partner in UK wanted to upgrade their customer company's Unified Communications Infrastructure to reduce the cost and enhance more business opportunities. The customer wanted its UC Infrastructure to be migrated to all their locations across EMEA with more than 7000 Handsets. They were also in need of WAN optimization ultimately.

The solution: Onsite – Offshore model

EIL Global, its Professional Services arm, delivered expert consulting for migrating more than 5000 Cisco Unified Communications users of a single network.

▪EIL Global migrated the entire UC infrastructure running on Cisco MCS physical Server to Cisco UCS C460 M2 on Vmware; Consulting Engineer was deployed Onsite (UK), assisted by engineers Offshore, Australia

▪The Cluster Spread over two DCs, one in Paris and other in London

▪EIL Global upgraded all the versions to latest 8.5, including 8 CUCM, 4 CUC and 2 CUPS Server

▪Team Installed Cisco Unified Meeting Place and migrated all users from old Meeting Place Express

▪Upgraded the partner Support Center running on UCCX using Platform Upgrade Tool to Virtual Environment on UCCX version 8.5 SU2

▪Onsite-Offshore team Implemented New CUEAC Server and Requested Call Flows on a separate HP Proliant Server with Windows 2008

The migration involved Cisco's advanced technology spectrum of CUCM, IPCC Enterprise and Meeting Place. The migration was successfully completed in multiple phases with each phase complementing the other.

Benefits to Partner

▪ Reduced Project costs using cost effective Onsite-Offshore model

▪Quality delivery in line with Partner expectations

▪Enhanced business opportunities

Benefits to End Customer

▪Ensured optimum voice quality across the WAN

▪Voice configuration changes are easier and more accurate

▪Facilitates centralized troubleshooting to detect and fix voice anomalies

▪Secure IP communications everywhere across the network infrastructure

▪Excellent business relationship with customers

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