Telephony migration to cloud
IE University

APPROACH

Customer Situation

- Originally, customer had a traditional telephony system based on Cisco CUCM and Oracle Acme Packet integrated with PSTN.
- Within the framework of the electronic transition to the cloud. Customer requires migrate to cloud adopting the new Microsoft Teams Experience.

Partner Solution / Services & Microsoft Technology

We migrate Ecoembes CUCM to Microsoft Teams direct routing with Oracle Acme Packet 1100. Also, we migrate Auto Attendant and Queues with Auto Attendant and Queues Teams Service and Luware Nimbus.

IMPACT

Key Drivers & Business Objectives

- Customer wants an environment that performs the capacity to evolve and adapt to the new world situation, for instance, remote work positions and mobility.
- Microsoft Teams had both capabilities and customer appreciate this on the product.

Value Provided & Business Outcomes

- All users use the solution everyday and every time.
- Customer increase productivity using scheduled videoconference meetings and all other application integrated with Microsoft Teams
- It meant a reduction in the cost of local equipment as CUCM infrastructure. Also improved the quality of collaboration between the different users and departments. Adding instant messaging and video conferencing collaboration in meetings.

Win Insights

Win keys of this project:
- The capacity of collaborate actively around the world with Microsoft Teams in an education environment.
- Capacity to adapt traditional telephony to the new challenges and goals
- Capacity of innovation

Lessons Learned

We learn a lot with the direct routing integration with Oracle, and now we can support our customers in the best possible way.

The lessons learned in this project are easily applicable in future projects. Helped us to grow up in integration projects with this kind scenario.

Customer Contact Information for Reference
Name: Carlos Blazquez   Email: carlos.blazquez@ie.edu