

Use Case

# Consulting Services

## The Problem

Serving over 15 million customers, one of the largest public utility firms in the United States needed to ensure it could deliver uninterrupted service to its customers. The firm required a **reliable, efficiently deployed, and easily managed** collaboration technology solution.

Already using an MTR and Surface Hub technology, the utility firm had concerns about **configuration consistency, installation complexity,** and sub-optimal **system availability.**

## The Solution

With an existing Microsoft Teams environment, AVI-SPL explored a **UCC Optimization Workshop** as an ideal solution. The workshop would assess and provide insights into improvements in the following areas of the firm’s Microsoft Teams devices:

- Administration
- Installation
- User Satisfaction

## The Objectives

- Increase end-user satisfaction
- Maximize the impact of support resources

## The Results

As a result of the 3-day workshop, our Consulting and UCC Engineering team provided the customer with 16 recommendations to simplify administration, ease installation, and improve user satisfaction.

Administration	Installation	User Satisfaction
<ul style="list-style-type: none"> <li>• MTR licensing education</li> <li>• Account creation workflow</li> <li>• Network segmentation best practices</li> <li>• IP Addressing guidance</li> <li>• E911 compliance assistance</li> <li>• Password management best practices</li> <li>• MTR reporting tools</li> <li>• Admin role best practices</li> </ul>	<ul style="list-style-type: none"> <li>• Deployment RACI</li> <li>• Process governance</li> <li>• Predefine network configuration standards</li> <li>• Lab environment recommendations</li> <li>• Modify activity timelines to reduce time to install</li> </ul>	<ul style="list-style-type: none"> <li>• Internet access quality considerations</li> <li>• Institute formal change control process</li> <li>• Education on available report tools to measure usage and call quality</li> </ul>



### Customer Profile

**Industry**  
Public Utility

**Operating Region**  
Southern California

**No. of Employees**  
10,000+

**No. of Locations**  
9

**Technology**  
Microsoft Teams

**Funding**  
Microsoft Marketing Funds