



## Case Study – VoIP Implementation Upgrade

A highly diversified global financial services company was in need of AVAYA Technical Engineers for a VoIP implementation upgrade project.

**Client:**

Leading Financial Services Company

**Industry:**

Financial Services

**Service Provided to Client:**

- Contract / Temporary Staffing

**The Challenge:** As global economic conditions worsened and stricter cost control measures were mandated by management the client was forced to implement strategies to reduce costs. A decision was made to deploy a VoIP implementation upgrade to reduce carrier costs and streamline system management. Avaya Inc. was hired to design and implement the project. In addition, the client needed a service provider with the footprint, resources and experience to deliver highly-skilled technical engineers to work in conjunction with Avaya.

**The Solution:**

- The Judge Group's Technical Staffing Division was awarded the professional services contract for the VoIP Implementation Upgrade.
- The scope of the project included a detailed task list identified by the client and a new S8300 media server with Communication Manager 4.0, G350 gateways. The gateways are to communicate to a central hub (data center) at a remote location.
- Judge successfully provided 6 highly qualified Technical Engineers with Avaya VoIP experience. The engineers worked in conjunction with Avaya project managers to upgrade over 400 locations throughout the United States. The project was completed within the estimated timeframe of 1 year.

**The Result:** As a premier provider of technology staffing, The Judge Group utilized its nationwide team of technical recruiters to provide the financial organization with qualified professionals to successfully complete the project. The implementation resulted in a significant decrease in carrier costs, system consolidation and less IT support time.