

InfoPlus Success Story

October 2015

InfoPlus Brings Automation to Large Avaya Dial Plan Expansion for Health Insurance Provider

Project Challenges

- Accurately perform the thousands of database changes needed to expand from 4 to 5-digit dialing - while meeting tight deadlines and budget requirements.
- Avoid service interruptions during dial plan modification and post-cut.
- Stay on budget and meet tight timeframes for new dial plan cutover – all with limited technical resources.

Results

- Over 25,000 automated CS1000 database changes performed, uploaded and verified in just 5 business days.
- InfoPlus automated database changes impacting over 3,200 digital, analog, IP, and ACD stations.
- Quickly and efficiently resolved numbering conflicts during conversion process.
- Dial plan conversion completed on schedule, under budget, and with no impact to normal business operations.
- An extremely satisfied Avaya user!

Avaya CS1000 Dial Plan Expansion

Telserv, an Avaya Platinum Partner, approached InfoPlus for assistance with an extensive Avaya dial plan expansion project for Tufts Health Plan - a Massachusetts-based provider of health insurance.

The enormous task at hand was to modify the existing CS1000 database and convert the dial plan from 4 to 5-digit dialing across the entire user footprint.

The Solution? **InfoPlus Digit Expansion Service**. Using our proprietary software developed specifically for complex projects such as this, InfoPlus was able to quickly extract the existing CS1000 database, determine the modifications required to support the customer's new dial plan specifications and then implement thousands of changes in an offline environment. As the changes were completed, InfoPlus software accurately detected AND resolved all numbering conflicts across the entire dial plan.

After a thorough verification and quality control process, InfoPlus uploaded the modified database to the offline CS1000 processor so it could be synchronized with the active core before going live.

Feedback

"The Tufts Health Plan dial plan expansion and cutover went extremely well. We left the site around 4:30 on Saturday morning after testing the database uploaded by InfoPlus. Monday morning, the queues were full and calls were processing seamlessly. At the end of the day, it left quite an impression on the customer. As you know, there were many applications and elements that linked off the new dial plan. Certainly, InfoPlus' diligence helped make this project an overall success. Thanks again - I'll be calling you guys on the next project."

- Bill Fellows



Solution Highlights

- For more than twenty years, Avaya business partners have relied on InfoPlus Custom Solutions to streamline and automate projects like digit expansions, database migrations and global MAC.
- Mass moves, adds and changes can be completed in a small fraction of the time it would take to manually re-program the data.
- InfoPlus' proprietary database building routines and quality control processes ensure that complex numbering conflicts are resolved accurately and efficiently, avoiding potential delays during the conversion.
- InfoPlus Digit Expansion Service enables business partners to re-deploy technical resources away from time-consuming data entry to more critical customer support functions.

How to Engage

For more information about InfoPlus Digit Expansion and Database Migration Services, or any of our other industry-leading reports for Avaya Communication Manager, Session Manager, CS1000 or IP Office, contact our Sales team at sales@infoplusonline.com, or visit us online at:

www.infoplusonline.com

Learn More

InfoPlus is a leading provider of communications management information and targeted data analytics for Avaya users. InfoPlus collects, summarizes and presents Avaya configuration information in a format that is easy to understand, providing IT/Communications Managers with accurate, fact-based information that addresses:

- Inventory
- Lifecycle Analysis
- Configuration Documentation
- Traffic Analysis
- Security Assessment
- Remote Backup
- Targeted Analytics for System Optimization

InfoPlus currently services approximately 20% of the North American marketplace and is proud to count the largest Avaya Business Partners and IT service integrators among its customers. The company has 'touched' over 50,000 communication servers worldwide, and over 25% of the Fortune 500 companies benefit from InfoPlus services.