Best Practice
Network Upgrade
from Basic Telephony to VoIP

Solution

tw telecom Advanced Technical Support (ATS) for services design, deployment schedules and implementation and testing plan for the engagement.

Elastic IT Expertise

Highly skilled resources that expand just in time to support the Enterprise’s business goal, preventing delays and reducing impact of technology change.

CONSULTING INDUSTRY

Engagement Summary

This customer required support for a multiple site Enterprise SIP Trunking implementation. The engagement included:

• Physical relocation of their Cisco Unified Communications Manager
• Redesigning multiple Cisco Unified Border Element (CUBE) routers.
• Service transition from an XO Communications SIP solution to the tw telecom Enterprise SIP Trunking.

Result

With platform redesign, dial plan creation, call flow designs the team bridged the gap from basic telephony support to a total professional services engagement.

Once all configurations were complete the team preformed “call-through” testing to ensure all “call types” (local, LD, international) completed successfully and that all supplementary services were operational.