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.

HEALTHCARE INDUSTRY

Engagement Summary
This customer sought support from tw telecom to aid in the migration from TDM Trunks on to tw telecom Enterprise SIP Trunking.

Result
The ATS team provided design recommendations for their Shortel SIP solution. The design portion involves detail test plans as well as solution design documentation for the Shortel platform. The team also included pre-cut staging of all interfaces providing efficiency during the cutover activities. The tw telecom ATS team successfully demonstrated that they can be competitive by outperforming all other competitors including the manufacture during the bid process. These types of partnerships have proven to create brand loyalty with tw telecom customers.

In addition to pre- and post-cutover support; tw telecom Advanced Technical Support also provided configuration support for their Shortel IP PBX.