CASE STUDY

Avaya Aura to Webex Calling (MT)

The Customer's Challenge | Migrate 30,000 Avaya (CM + SMGR) users to Webex Calling Multi-Tenant

Key Customer Facts

- 30,000 users
- 250 Global Locations
- Avaya Aura Call Manager

How Kurmi Solves It

1. The Kurmi Software team works with the Cisco team, Cisco partner and customer to evaluate the existing Avaya environment. Kurmi pre-sales and Professional Services (PS) teams develop a scope of work (SOW) for PS engagement and project delivery.
2. Using our proprietary "Kurmi Avaya Scenario," Kurmi works with the customer to import then migrate Avaya users from their Avaya Aura to Kurmi Provisioning Suite. Once users and configuration are imported into Kurmi using our workflow, the customer will be able to transform/adapt data, and push them to Webex Calling MT
3. When the project is complete, the customer will be able to fully manage their Webex MT environment via Kurmi.

A Win for the Customer

- Easy, quick migration from Avaya to Cisco
- Migration "scenario" or workflow is customizable based on customer requirement: per site / location, per features, configuration mapping
- Attribute discovery and user features mapping cuts down on time and human error
- Automation of provisioning and day-to-day management of their Cisco MT environment
- As much as an 85% decrease in time spent, amounting to a large cost savings

CASE STUDY

CUCM to Webex Calling Multi-Tenant (MT)

The Customer's Challenge | Migrate 25,000 users from CUCM to Webex Calling MT as soon as possible

Key Customer Facts

- 25,000 existing users on CUCM
- 20 North American Locations
- Cisco hard phones
- Webex Collaboration
- ServiceNow as ITSM and end user portal

How Kurmi Solves It

1. The Kurmi Software team works with the Cisco team, Cisco partner and customer to evaluate the existing Cisco environment. Kurmi pre-sales and Professional Services (PS) teams develop a scope of work (SOW) for PS engagement ServiceNow integration, and project delivery.
2. Kurmi works with the customer and train them to implement users into the Kurmi database along with attributes such as DID, location, device etc. Once users are in the Kurmi database they will have the full capabilities of Kurmi including automation and management of their CUCM environment.
3. When the customer is ready to migrate, Kurmi software, using Wrangler (Yarnlabs), capabilities will be able to seamlessly migrate users from the on-premises CUCM to their Webex Calling Multi Tenant instance in a matter of days while allowing ServiceNow to be their end user interface.

A Win for the Customer

- Lightning quick, seamless migration to the cloud
- Significant reduction of errors
- Attribute mapping
- Automation of implementations and day to day management of their Cisco environment
- No change in end user experience with Kurmi's ServiceNow integration
- As much as 85% decrease in time spent amounting to a large cost savings

CASE STUDY

CUCM to Webex Calling Dedicated Instance (DI)

The Customer's Challenge | Migrate all 30,000 users from CUCM to Webex Calling DI within 8 months

Key Customer Facts

- 30,000 existing users on CUCM
- 50 global locations
- Mix of Cisco hard phones & Jabber soft clients
- Webex collaboration capability on mobile devices and desktops

How Kurmi Solves It

1. The Kurmi Software team works with the Cisco team, Cisco partner and customer to evaluate the existing Cisco environment. Kurmi pre-sales and Professional Services (PS) teams develop a scope of work (SOW) for PS engagement and project delivery.
2. Kurmi works with the customer and train them to implement users into the Kurmi Software database along with attributes such as DID, location, device etc. Once users are in the Kurmi database they will have the full capabilities of Kurmi including automation and management of their CUCM environment.
3. When the customer is ready to migrate, the customer will be able to seamlessly migrate users from the on-premises CUCM to their Webex Calling Dedicated Instance.

A Win for the Customer

- Faster, seamless migration to the cloud
- Significant reduction of errors
- Attribute mapping
- Automation of implementations and day to day management of their Cisco environment
- As much as 85% decrease in time spent amounting to a large cost savings