

Global-i Case Study

How Professional & Managed Services Organizations Can Count on Global-i Outsourced Services

"For the Global Service Provider's Managed Services Group the strategic partner (Global-i) was the right choice - we're getting the benefits of Outsourced Professional and Managed Services that we anticipated."

Director of Managed Services

Global-i Service
[Global-i Expert Consultant™](#) (Project-based Contracting Service)

Global-i Service
[Global-i Professional and Managed Services Brochure](#)

BUSINESS DRIVERS

A Large Global Manufacturing Company required a complete voice, data and video solution for its world-wide locations.

The Large Global Manufacturing Company is one of the largest manufacturing companies in the world with multi-continent locations and supplier base. In an effort to gain operational efficiencies, the company decided to upgrade its legacy communications networks to an IP-based, Converged Network across its global footprint. The new infrastructure required scalable, converged network architecture capable of supporting a wide range of applications.

CHALLENGES

The network infrastructure along with all applications, endpoints and support services needed to fulfill all needs for voice, data and video in the present and the near future.

In addition to supporting IP Telephony and VoIP Services, the new network would need to support a new MPLS-based Wide-Area Data Network, new Contact Centers, new Unified Communications, new Enterprise Mobility and new Video Conferencing services.

The Large Global Manufacturing Company selected a Global Communications Service Provider's Global Services group with assessments, proof-of-concepts and deployment activities. The Global Communications Service Provider chose Global-i as the Consulting and Outsourcing partner for the client's end-customers' infrastructure implementation services. The selection was based on a strong expertise in current and emerging Converged Next-Generation services, comprehensive offerings in the End-to-End Lifecycle and Implementation services and a flexible partner model allowing Re-badging of Global-i Contracting services as the partner's services and ability to provide consulting services as Global-i branded services.

The history included the successful completion of prior projects relating to voice, data and video deployments; an ongoing consulting and contracting services partner model aligned closely with Converged Communications OEM and Service Provider vendor offerings; and Global-i's ability to provide a team with all of the required

expertise to successfully execute the planning and implementation of Converged Services both as Customer Premise Infrastructure as well as Managed/Hosted Services from service provider networks.

SOLUTIONS

Global-i via its Global-i ExpertConsultant™ Service offered Global-i Consultants to the Vendor performing planning, designing, implementing activities for a Converged Solution using Cisco's AVVID (Architecture for Voice, Video and Integrated Data).

The solution was comprised of the following elements:

- Centralized model IP Telephony implementation based upon Cisco Call Manager and applications, analog gateways and SRST routers (This solution was fully integrated with legacy Avaya and Nortel PBXs located at regional and branch locations.)
- Complete Unified Communications and Messaging implementation based upon Cisco Unity Voice mail application servers fully integrated with Cisco Call Manager and MS OCS/Exchange.
- Fully integrated call center using a Cisco IP Contact Center solution
- High-speed, highly redundant LAN infrastructure consisting of Cisco core and access switches with power over Ethernet for telephones
- Redundant, high-speed WAN connectivity via Global MPLS network, replacing previous backbone via OC-12s and backup DS-3 circuits
- Complete Video Conferencing solution via Cisco Telepresence
- Complete Wireless solution supporting voice, data, video and UC
- Fully implemented Quality of Services (QoS) architecture for the company LANs and WAN on the MPLS to provide robust support for IP Telephony, Video and Converged Applications and Data Throughput needs.

BUSINESS RESULTS

Large Global Manufacturing Company has gained significant Operational Efficiencies, Cost savings and Increased productivity.

Productivity has increased via the Converged Solutions, which has given the client increased operational efficiencies internally and external collaboration with partners and customers.

Global-i is a consulting, outsourcing and technology services solution provider. Created to deliver innovation and achievement, Global-i collaborates with primarily converged communications clients to help them become value-achievers. Our expertise is in lifecycle and implementation consulting, know-how of converging technology markets, deep understanding of emerging/current/legacy technologies and consulting models to help clients achieve "Value-Driven Solutions".
Copyright 2008 Global-i, Inc.

To discuss how Global-i can help your organization by Providing Outsourced Consulting and Contracting Services for Communications & IT Infrastructure Implementation and Service Deployment:

Call: 703-574-2917

Email: info@globaliconsulting.com

Website: www.globaliconsulting.com