

Unified Communication Infrastructure

Zones enables seamless communication system migration for American National Bank & Trust.

The client is a mid-market bank with branches in Virginia and North Carolina. Established more than a century ago, the bank is committed to serving its local community with better banking options, quality financial solutions and exceptional customer service.

The client's communication infrastructure was approaching service end of life (EOL), making it increasingly difficult to get manufacturer support. This resulted in increased downtime and more unresolved issues, negatively impacting the bank's productivity and customer experience. Zones upgraded their unified communications (UC) infrastructure to the latest software release, bringing it back under the scope of manufacturer's support. This helped enhance overall system performance, raise agent productivity, and re-establish past levels of superior customer experience.



CHALLENGE

- Outdated UC infrastructure didn't support newer, more advanced features.
- Frequent downtime as outdated infrastructure was excluded from manufacturer support.
- Poor customer experience, with longer lead times when attending to customer complaints and queries.
- Increased TCO and higher maintenance costs with a non-standardized UC environment.
- Delay in addition of new locations due to legacy software and support issues.
- Brief downtime window to complete upgrade activities.



SOLUTION

- Architectural design and scoping with partners Avaya and ZYNNEX.
- Upgraded readiness assessment for 13+ locations.
- Upgraded UCI software release 9.x to release 11.x to support new features and functionalities.
- Implemented IP Office Server Edition R9.1.3 with two servers and nine 500v2 media gateways.
- Migrated IP Office applications to Voicemail Professional.



RESULTS

- Reduced system management costs and administration times.
- Faster issue resolution and reduced downtime with manufacturer support.
- Swift and efficient management of banking processes and customer service with an upgraded system
- Improved employee experience and retention with advanced features.
- On-time and within budget delivery of the Avaya IP Office Unified Communications Infrastructure.
- Simplified addition of new locations with a current core IP Office system.

Consider **IT done.** Visit zones.com or call **800.408.ZONES** today.

THE CHALLENGE

The client has a long legacy of helping people and communities prosper by providing safe, secure, and convenient access to banking services. However, their existing unified communications (UI) infrastructure was on a legacy platform and was nearing service end of life (EOL). This made it impossible to obtain proper manufacturer support on systems with issues or to add new user licenses and features, negatively impacting the customer experience. The client also had to suspend plans to open a new branch because their core IP Office system was outdated and did not support new licenses and software. The bank wanted to exit the outdated UCI environment and transition to a modern set up. However, they had a very short window to complete the upgrade.

THE SOLUTION

The client was looking for a communications expert with relevant industry experience and proven execution expertise to help them modernize their UC environment. Zones had been the client's trusted advisor for several years, and thus emerged as the natural choice. Leveraging our knowledge and expertise on UC infrastructure, the Zones team carried out an upgrade readiness assessment followed by a turnkey implementation to the current software release of Avaya IP Office Unified Communications Infrastructure. Zones upgraded all 13 locations and also ensured that all systems were ready for business the next day with a best practice test vector. With careful project coordination and strong project management, Zones was able to deliver within the allocated window without negatively impacting the client's productivity.

THE RESULTS

The client was able to quickly realize several benefits with its upgraded infrastructure. Manufacturer support for the UC infrastructure drastically reduced system issues and failures, empowering the bank's agents to quickly attend to customer requests. With faster systems and newer, improved features, the bank was able to serve more customers in the same amount of time and improve both customer and employee experience. The bank also brought down their TCO by keeping their system current. Completing the entire upgrade in a short span of one vacation window ensured that there was no productivity loss due to the downtime.

“ We believe in providing exceptional levels of customer service to our local community. Unfortunately, an end-of-life communications system was holding us back. Thanks to quick and reliable support from the Zones team, we are back on our feet with an advanced UC system with zero downtime. ”

Camilo Canales, IT Officer/Assistant Vice President
American National Bank & Trust

- 1 **Higher savings** with reduced administration costs and resources.
- 2 **Improved agent productivity** with new features and functionalities.
- 3 **Enabled 100% manufacturer support.**
- 4 **Enhanced customer experience** with superior service quality.

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