CISCO UC AND MS LYNC INTEGRATION

Case Study

Organization: US based HR outsourcing

Business: HR

Geographies: Worldwide

Technology: Cisco UC and Microsoft Lync

Client Profile: A large US based HR outsourcing company with around 2000 employees, providing customized solutions for the administration of employee benefits and human resources. The company also offers Human Resources (HR) contact center and benefits administration services. It serves Fortune 500 companies, mid-size corporation, multi-employer, and state and local governments. The company has delivery centers in the US and India.

Background: Client uses two different systems for communications in the US and India. In the US, the client uses Lync 2013 as the platform for IM, calling, conferencing and presence features.
In India, they use Cisco UC for calling, IM, conferencing and presence.
There was a need for effective and easy communication between the regions. Also the costs incurred on communications between the regions to cut down, without compromising on the facilities or features.

Solution: Proposed a solution to integrate the systems at both locations. Provided the solution design and consultation on the integration aspects.

Benefits of the Solution: Features used by the client on Cisco UC platform continued. Leveraged Lync 2013 Enterprise Voice features for making calls to the US region and Cisco UC's pstn connectivity for calls to India and other regions.
Provided calling feature transparency, like calling name, called number, shared control (CTI control of desk phones) and other phones.
Conferencing facilities are shared, between Cisco UC and Lync Users.

Seismic Case Study #2

Organization: A beverage company headquartered in Bermuda

Business: One of the largest spirits company in the world

Geographies: Worldwide

Implementation timeline: 1 month

Vendor for IT: An IT Company headquartered in Boston, MA, USA

Problem Statement: The customer wanted their existing ServiceNow environment, configured to accommodate few new third-party vendor groups; that the customer was associated With access to basic ITSM application, the requirement also needed the third-party user-group to focus and work, only on tasks that were assigned to them.
This meant, the users in these new-groups would access the customer's ServiceNow environment for their day-to-day Service Management activities.
Access similar to an ITIL user yet having limited visibility was the outcome to be achieved.

Challenge: With no existing documentation on the implanted instance, to achieve the requirement with "NO" impact to existing users and functionality.

Seismic's solution: The project began with analysis of the existing ServiceNow platform and the approach implemented by IT Majors. The scope and necessities were evaluated to ensure they are fully supported by the system. After this analysis, the scope was confirmed; the project plan was fashioned and shared with the respective stake-holders.

The project required constant interaction with the customer's ServiceNow administration initially. One of the requirements were frozen, team was in full-swing to bring technicality, via proven best practices and coding techniques.

The solution was equipped to be offered for the first-round of Prototype review to the key stakeholders. In record of 2 days, our team accomplished the designing of the solution, configuration changes and block of codes to support.

At Seismic, prototype reviews are an integral part of the delivery solutions. These help in raising alarms, at the right stage of the project to ensure there is no deviation.

While concluding the scheduled Prototype Review 1&2, the team was ready to deliver the code and move the solution for User Acceptance Testing, after incorporating the requested changes.

Seismic's ServiceNow project team took care of the documentation techniques and methodologies, to get approval from – Requirement Phase to Design & Implementation. With minimal issues raised during UAT and few additional requests, the code was successfully moved to Production without any hassles and impact to existing user base.