

POWERING PREDICTABLE UNIFIED COMMUNICATIONS



LEADING HR CONSULTANCY CHOOSES ATSG

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CUSTOMER OVERVIEW

From its beginnings as a small business, providing employee benefits consulting services, this company grew to an organization with more than 1,000 employees, multiple lines of business and dozens of offices in the US and Canada. As a leading HR consultancy, they needed a robust set of collaboration tools to keep them connected internally and with their customers. To rise to this challenge, they invested in a centralized Cisco Unified Communications (UC) system.

CUSTOMER SNAPSHOT

Industry: HR Consulting

Geo: North America

IT Landscape:

- Cisco UC
- Multiple carriers

Solution: ATSG RMS

PAIN POINTS

As their business continued to grow, the company had to respond to new regulatory and electronic security requirements, including HIPAA for their health care benefits practice. As a valued business partner for their clients, they also faced increasing scrutiny of their internal compliance procedures.

To respond to these needs, the company embarked on a number of IT initiatives to ensure compliance. However, this dramatically increased the effort needed to manage their IT environment. As a midsize company with limited IT staff and budget, this placed a growing strain on their business. Network monitoring and management – including working with vendors to resolve issues – consumed their IT resources and prevented the company from investing in strategic new IT programs. Just adding additional IT staff wasn't an option, since the company struggled to hire and retain skilled IT personnel.

WHY ATSG

The company decided they needed an IT operations partner. They initially selected the company that implemented their network equipment but quickly became dissatisfied. They then looked for an alternative supplier and ultimately chose ATSG. The reasons were clear – ATSG's proactive approach would dramatically increase the predictability of their service delivery infrastructure while driving down ongoing costs.



BUSINESS OUTCOMES

Today, the company depends on ATSG to manage their UC infrastructure 24x7 via the ATSG Remote Management Service (RMS). ATSG RMS is powered by the OPTX Platform, which has turned the torrent of events that had plagued the company into less than six incidents a day. When incidents do occur, the platform automatically notifies ATSG engineers within an average of 60 seconds. Using the OPTX Platform, these engineers then resolve these incidents quickly and accurately, with a Mean Time to Resolve of just 3.5 hours for high-impact incidents.

As a distributed enterprise, the company also relies on a number of third-party carriers to provide redundant connectivity between their sites. The OPTX Platform monitors this wide area network, alerting ATSG engineers when there are connectivity problems. These engineers then engage the affected carrier to remediate the issue and verify that service has been restored.

Additionally, as the company has a large, distributed workforce, they need to make frequent changes to their UC infrastructure. Previously, this placed a huge burden on their IT team. Now, they manage changes in the OPTX Platform, with ATSG engineers handling the full change process – including implementing changes on the company's UC network. This has further offloaded the company's IT staff, freeing bandwidth for them to conduct more strategic, high-value activities.

About ATSG

ATSG is the leader in intelligent business service assurance. The OPTX Platform delivers predictive and proactive performance and availability management across hybrid infrastructures, with a focus on real-time communications use-cases. It is available as a standalone solution or as the engine behind ATSG's managed service offerings.

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