



CASE STUDY

Operational Readiness

Assessment for Unified Communications

THE CHALLENGE

A client was not efficiently delivering support services for their Unified Communications resulting in prolonged outages, under-utilization of tools and resources and increased operational costs.

THE SOLUTION

Wholestack Solutions delivered an operational readiness assessment that assessed the technology in order to understand the dependencies. This assessment collected business requirements to identify gaps and deliver a right-sized, remediation strategy to the organization.

OUTCOME

The client was able to reduce dependency on subject-matter-experts, reducing the time to resolve as well as costs to deliver services.

RESULTS

- \$100,000 in long-term cost savings.
- Performance measures improved by 15% over next 5 years.