

- IP Telephony
- Contact Centers
- Mobility
- Services

CUSTOMER BRIEF



PricewaterhouseCoopers



PricewaterhouseCoopers provides industry-focused assurance, tax and legal and advisory services to build public trust and enhance value for its clients and their stakeholders. More than 130,000 people in 148 countries work collaboratively using connected thinking to develop fresh perspectives and practical advice. For more information, visit www.pwc.ch/en.

Challenge

When PricewaterhouseCoopers decided to move its Swiss headquarters location in Zurich to a new building, they started to investigate options for a new communications solution to replace the outdated telephony systems. The firm wanted a reliable, secure solution that would allow it to network remote offices and one that would support mobile communications applications and contact center functionality.

Solution

In 2004, the firm made the decision to purchase an Avaya solution. In spring 2005, PricewaterhouseCoopers began a phased implementation for its Swiss headquarters. The solution went live when staff members began occupying the new building in Fall 2005. The company has plans to bring its other 14 locations onto the Avaya network by 2008.

PricewaterhouseCoopers implemented Avaya Communication Manager powering dual Avaya S8700 Media Servers with four Avaya G650 Media Gateways with High Availability to support the headquarters campus. This all-IP solution is equipped with 1,280 Avaya 4600 Series IP Telephones, 700 Avaya one-X™ Mobile Edition Telephones and an Avaya SoftConsole™. The company plans to grow to a total of 3,300 IP endpoints in the future. The “Meet Me” conferencing functionality available in Avaya Communication Manager is also used.

All associates are using Avaya Modular Messaging for a total of 1,300 mailboxes. A hoteling application is in use, and third-party software from Garaio allows the building access system to interface with Avaya Communication Manager, automating extension assignments when people enter or leave the office.

Ten agents work in the internal IT helpdesk and are using Avaya Basic Call Management Reporting (BCMR). Customers call and speak directly to a person who routes their calls appropriately.

For network administration, PricewaterhouseCoopers uses Avaya Integrated Management. This is a joint planning and implementation project between Avaya Global Services and PricewaterhouseCoopers trusted Avaya BusinessPartner, Swisscom Solutions. Ongoing maintenance is provided by Swisscom.

Applications and Services

- Avaya Communication Manager
- Avaya S8700 Media Servers
- Avaya G650 Media Gateways
- Avaya 4600 Series IP Telephones
- Avaya one-X™ Mobile Edition Telephones
- Avaya Extension to Cellular
- Avaya Modular Messaging
- Avaya Basic Call Management Reporting
- Avaya Global Services
- Avaya Integrated Management/Enhanced

Results

- **Implementation at the company's own pace.** An all IPT network with scalability allows PricewaterhouseCoopers to migrate its 14 other locations in a phased manner set by its own roadmap and schedule.
- **Ease of administration.** Centralized administration results in productivity gains for the IT staff. Moves, adds and changes are now handled quickly and efficiently due to the centralized network.
- **Greater flexibility.** The hoteling feature afforded by the system allows the individual to “check-in” at the office and quickly program the telephone he or she will be using to display his or her own features and keys.
- **Increased productivity.** Staff members can be more responsive to customers and each other with Avaya Modular Messaging.
- **Increased mobility.** Extension to Cellular automatically forwards calls to designated mobile phones, regardless of carrier.

For more information on organizations using Intelligent Communications, contact your Avaya Client Executive, Avaya Authorized BusinessPartner or visit www.avaya.com.