

IBM CUSTOMER FACING SOLUTIONS



iManagement

Addressing business needs for high availability and a flexible, scalable support system

Challenge

After implementing a new contact centre solution--Cisco's IP Contact Center (IPCC)--iManagement became increasingly concerned as to how to support it. The new contact centre system was unfamiliar to its users and involved a high degree of complexity compared to the old system. iManagement lacked both the resources and the tools needed to support and monitor the new system. Their business needs required a high availability rate for the contact centre and a flexible and scalable support system. Service level objectives for implementing changes, responding to problems, and service resumption had to be established and the targets had to be met on an ongoing basis.

Solution

Using the standard IBM Methodology, we performed an assessment to ensure two key aspects of the solution could be met: that the customer's environment could be supported remotely, and that it met their business requirements. Based on the assessment, we went with a remote management solution for iManagement's IPCC environment. The solution employs Prognosis to monitor the environment and Clientele to create tickets.

Results

The customer expressed a high degree of satisfaction with the solution and is experiencing higher availability of their contact centre environment along with greater, real-time visibility into the health of their system. Our unique solution--a first for IBM in North America--was built from scratch and is based on the specific customer's requirements. Going forward, it provides a successful baseline for similar customer requirements.