poly

TPX COMMUNICATIONS

SITUATION AT A GLANCE

TPx found it critical to implement a cloud-based solution that reduced time to market, and serviced management needs, while quickly troubleshooting phone deployments.

PORTFOLIO AT A GLANCE

- PDMS-SP Device Management
- Poly VVX 311, 411, 501, 601 Business Media Phones
- Polycom Trio 8800, 8500 Conference Phones
- ObiTalk ATA

Delivering faster time-to-market Cloud Services with Poly PDMS-SP device management

ABOUT TPX

TPx Communications is one of the USA's leading Managed Services Providers, delivering hosted UC, managed IT and network connectivity services to over 50,000 customer locations nationwide.

USE CASE SITUATION

In the highly competitive world of UC Service Providers, 'time to market' can mean the difference between success or failure. As a leader in this space, TPx staff knew time was money, and were searching for a phone management tool that was quick to deploy and be capable of faster, more advanced troubleshooting without the need for on-site personnel. Their requirements needed the tool to:

- Significantly speed up time for phone configuration, pushing profiles and rebooting
- Reduce the need to deploy a field technician for on-site work
- Lower VoIP device returns (RMA's) where "no problem found" is the norm, not the exception
- Remove need for customer involvement to help in troubleshooting phone issues

Each touchpoint in the lifecycle of a phone service offering has cost for both the provider and customer. Streamlining device deployment and reducing the number of these touchpoints and time involved keeps costs down for all parties involved.

> "Prior to PDMS-SP, we would be forced to send a tech onsite or have the customer run technical tools like Wireshark to have the same visibility into what the network was doing and how the phone was reacting."
>
> — TPx Service Delivery Team Member

> "The tools and functionality that PDMS-SP gives us in the repair and maintenance environment is a game changer with immediate access to packet captures and phone logs."
>
> — Troy Danko, Vice President
>   National Operations

THE SOLUTION

A recent evaluation of PDMS-SP has proven itself invaluable to TPx with the deployment, management, and troubleshooting of more than 10,000 customer desktop phones, conference phones and ATA VoIP adapters including:

- Centralized deployment and management for scalable solutions

- Speed and ease of device migration from one platform to another

- Remote troubleshooting device and network heath assessment

RESULTS DELIVERED

Phone profile migration: A recent remote migration of a customer site with Polycom phones using PDMS-SP points to the valuable function of remote time saving management. During the migration, the TPx service delivery team was able to remotely apply updated configurations and reboot all the devices in under 30 minutes compared to the 4 to 6 manual labor-hours it would have taken to complete before PDMS-SP. According to TPx's service delivery manager, "The customer was impressed how quickly we got that site back up and working. We've done migrations of other sites [before PDMS-SP], and the experience was not as easy for them."

VoIP Adapter Deployment: When it comes to initial deployment or reconfiguration, the ability to centrally manage and push device configuration significantly cuts time-to-completion. With PDMS-SP, Polycom VoIP adapters (ATAs) can be set up in about 7 minutes versus the previous competitive ATA device which took 20 to 30 minutes, a 3-4X reduction in deployment time.

Troubleshooting and Rebooting: With PDMS-SP, technicians can easily and remotely view Poly devices on the customer's network.

Without the visibility that PDMS-SP provides, most other Service Providers would simply ship a new phone or device to replace one with trouble reported. In many cases, no trouble is found on the returned device wasting both provider and customer time and money.

PATH FORWARD

Results for TPx are extremely favorable for solving customer needs for faster, lower-touch deployments, streamlined device management, and quick trouble resolution. And TPx service delivery technicians are seeing a dramatic reduction in time required for migrations and trouble resolution, leading to increased customer satisfaction and a documentable ROI.

Want to know more, get a free trial, try our cost saving calculator?
Contact: **ITSPsales@poly.com**