

CASE STUDY

Workforce Scalability

CUSTOMER PROFILE

Industry: Information Technology, Security

Employee Count: 11,000

Headquarters: Reston, VA

Technologies: Cisco Collaboration – on-prem calling, Cisco Unity Collection, and Emergency Responder

CUSTOMER CHALLENGE

The customer was experiencing sizeable internal growth and with several key technology renewals arriving simultaneously their unfamiliarity in dealing with Enterprise Agreements and adoption created potential instability in the organization.

With numerous changes to the business landscape, the customer needed to be able to quickly evaluate renewal options vs new technology implementations without interruption to their operations.

CUSTOMER GOALS

- Scale technology solutions to company growth
- Implement Emergency Response calling services
- Gain financial flexibility for IT related costs for the next 1 to 3 years





HIGHLIGHTS



Exceeded customer's expectations by refreshing their technology solutions while lowering IT spend



20%
Increase in growth internally

AQ SOLUTION

The Aqueduct team proactively conducted an in-depth requirements analysis that included a review of the customer's environment. With several checkpoints to review findings and recommendations, Aqueduct's team noticed that the renewal software was coming end of sale the following year and they would have a cost savings of \$30,000 if they refreshed and upgraded to the new model.

Aqueduct's expertise in the space, strong vendor relationships, and trusted vendor-agnostic approach helped ensure they maintained business operations without interruption.

Providing a thorough review of options allowed the customer to see value in upgrading their current environment and refreshing their technology. This allowed them to see a major return in cost savings and hit all of the business requirements discussed with our team.

For future planning, the Aqueduct team put together an organized roadmap for the customer to have full visibility into their current environment and future technology options, giving them the tools to prepare for the next transition and keep up with their evolving IT needs.

BUSINESS OUTCOMES

- Financial flexibility with payment terms
- Updated technologies across the board
- Lowered overall IT spending costs
- Improved efficiency
- Maintained business operations
- Created a roadmap for future technology