Sweet VXSuite Success Stories

VXTracker Applications

The **Boston Celtics** use VXTracker to keep a real-time running total of the agents who are making the most season ticket renewal calls and display the information on a large flat screen for the group to view.

L-3 Telemetry-West of San Diego, CA needed a unified voice management solution to allocate costs to departments, provide alerts to potential fraud calls, and constantly monitor trunk usage to make adjustments according to staffing levels. Since installing VXTracker in 2003, the analytics have made an impact on cost control and provided cost savings and the forensic reporting functionality they were seeking. VXTracker has provided timely reports for identifying abuse.

Our favorite fast food burger chain located in the U.S. Western Region needed to manage telephone systems and related infrastructure of the company in a more efficient way. Previously frustrated by time-consuming distribution of reports and lack of knowledge about their trunk usage, they installed VXTracker, increased productivity and were able to disable a trunk group due to lack of usage—resulting in $8,160 in annual savings.

Lakeshore Learning of Carson, CA needed a unified voice management solution to allocate costs to departments, provide alerts to potential fraud calls and constantly monitor trunk usage to make adjustments according to staffing levels. Selecting VXTracker allowed for weekly reports to be delivered more efficiently to managers in different departments of the company. They also experienced increased productivity due to a more effective employee evaluation system and used data to accurately predict staffing needs.

MemorialCare Health System located throughout Southern California needed a unified voice management solution to monitor IP traffic that was user-friendly, server-based and had cost control and voice network monitoring capabilities. Since they were not ready to migrate to a VoIP phone system, the solution had to integrate with existing systems and equipment. After installing VXTracker they:

- Increased cost savings due to ability to bill doctors back for expenses and elimination of unnecessary trunks lines.
- Experienced better visibility into the phone system usage by conducting conduct traffic studies without relying on the phone company, which saves time, money and provides more control.
- Realized more efficient means to retrieve phone system information and reports.
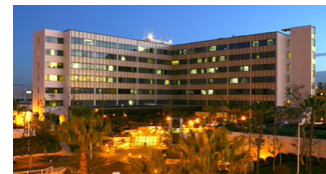
St. Joseph Health System with over 30 sites in California and Texas needed a single system to handle data from multiple phone system manufactures. Understanding baseline existing telecom costs was a priority as well as uncovering under-utilized assets and finding ways to reduce costs. St. Joseph Health System was also looking for assistance with their migration to VoIP. After installing VXTracker in 2002, they:

- Reduced under-used T-1s lines at a monthly savings of $500 per line
- Realized a 9% reduction in long distance calls
- Decreased 411 calls by 840% through employee education
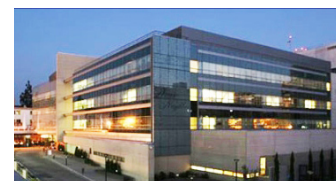
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VXPulse Applications

Trojan Battery is a long time VXTracker customer who was experiencing call quality issues. They installed VXPulse to run tests and then we didn't hear from them. Assuming they were not using the system, we called to see if they wanted to return the Micro Appliance. To our surprise we learned they couldn't live without the test call metrics in VXPulse. Because VXPulse is hosted and their VXTracker was an on-premise system, they asked us to quote VXTracker Hosted. They moved to convert their VXTracker to a hosted model also.

A department director at the **University of Utah** constantly complained that when he went out of town the phone system wouldn't let him dial in to check voice mail. He assumed the system was always down. A VXPulse phone system availability report was scheduled to land in his inbox every week with the past 7 days availability report that showed the system was in fact always up. Complaints about the system always being "down" disappeared.

Footlocker was looking at installing a new VoIP system and their partner insisted they use VXPulse to run test calls to determine if their system was ready for the increase in traffic. Within the first 15 minutes of testing, it was determined there were network issues including improper QoS tagging on some routers. Once the network adjustments were made, the VoIP system was deployed without major issues.

The **Commonwealth of Pennsylvania** engaged with Microsoft to run a joint pilot to prove if Lync would deliver a better communications user experience. During the pilot, there were user-experience issues that were unacceptable. Microsoft needed to troubleshoot the issues with the pilot while navigating multiple IT departments in a political environment; many with different agendas. VXPulse was deployed and after only 24 hours, a cross-connect cabling issue was determined to be the culprit.

A national healthcare insurer started a 50-user pilot of Microsoft Lync to replace an aging conferencing system, which was to be integrated with their existing AVAYA phone system. Adoption quickly spread beyond this initial group and overwhelmed the pilot infrastructure. Suddenly there were 5,500 users making video and audio calls and these users were experiencing busy signals and severe call quality issues. VXPulse was used to identify trouble areas and determine proper sizing of the infrastructure.

Americom Technology utilizes VXPulse to monitor and manage the ShoreTel infrastructure at KSL, the NBC affiliate in Salt Lake City, Utah. VXPulse is critical in understanding the uptime and performance of ShoreTel ecosystem. It has improved the performance and reduced the response time to deal with critical issues. It has also assisted in the migration and deployment of KSL's legacy phone switch to move to ShoreTel.