

Case Study

The Commonwealth of Kentucky Improves Operational Efficiency with Avaya Aura Platform

Client:

Commonwealth of Kentucky

The Commonwealth of Kentucky's Executive Branch has offices across 120 counties with 34,000 employees who are dedicated to serving constituents in areas that include transportation, revenue/taxation, unemployment benefits, education/workforce, health and family services, and public safety. This case study will demonstrate how CBTS is migrating 12,000 Executive Branch employees in 450 locations to the Avaya Aura platform.

Challenges	CBTS Solutions	Results
<ul style="list-style-type: none"> Client purchases and manages its own telephony equipment, which has evolved into a disparate mix of hardware supplied by multiple vendors The CapEx costs associated with continually upgrading and replacing legacy equipment is straining finite budgetary resources This disparate mix of equipment is preventing the Commonwealth from fully leveraging updated Avaya technology, which is its preferred vendor for telephony equipment 	<ul style="list-style-type: none"> Design, implement, and manage a highly available hosted VoIP solution for the executive branch that will allow users to fully leverage Avaya technology 24x7x365 accountability for monitoring and management with a dedicated team of project managers, a service delivery manager, and operational personnel Client hosts this platform in its own data center, and CBTS provides backup in a third-party data center 	<ul style="list-style-type: none"> CBTS consolidated 50 contact centers onto a single platform with advance efficiency applications to extend essential citizen program interaction points Client replaced disparate voice networks and equipment across 120 counties with an Avaya solution that will scale up and down as needed Client has increased flexibility to invest in strategic initiatives instead of its telephony platform

Business Challenges

The Commonwealth has traditionally purchased and maintained its own telephonic equipment and network. That structure created the following challenges:

- The Commonwealth was managing 50 contact centers with hundreds of contact agents on multiple platforms, which limited its ability to extend essential citizen program interaction points throughout Kentucky.
- The telephony platform evolved into a disparate mix of hardware supplied by multiple vendors. Consequently, the Commonwealth's IT organization - the Commonwealth Office of Technology (COT) – was spending an increasing amount of time managing the phone system instead of focusing on strategic initiatives that drive outcomes for constituents.
- This disparate mix of equipment was preventing the Commonwealth from fully leveraging updated Avaya technology, which is its preferred vendor for telephonic equipment.
- The CapEx costs associated with continually upgrading and replacing legacy equipment was straining finite budgetary resources that the Commonwealth preferred to invest in strategic initiatives.

Following a deep analysis of internal staffing levels impacted by retirement and the IT landscape, the Commonwealth decided to move from a CapEx model to an OpEx model for its telephony equipment and voice applications. Retirement/attrition rates are reaching 50 percent year-over-year in many states, and increasingly a trigger to adopt cloud-first strategies. In this case, the Commonwealth engaged CBTS to manage its current environment and in parallel design, implement, and manage a highly available hosted VoIP solution for the executive branch that allows users to fully leverage Avaya technology, and provides Kentucky with increased flexibility to invest in strategic initiatives.

CBTS Solutions

CBTS has deep expertise in architecting, managing, and optimizing Avaya telephony solutions and platforms. Starting in October 2015, CBTS began supporting the Commonwealth's existing VoIP infrastructure that consisted of legacy Nortel systems and the updated Avaya systems. CBTS migrated 12,000 Executive Branch employees in 450 locations to the Avaya Aura platform, which provides advanced unified communications and contact center solutions in the cloud, on the premises, or in a hybrid model.

The Avaya Aura platform offers the following benefits for the Commonwealth:

- It streamlines communications with a single solution to Executive Branch employees who work in 120 counties across the state, and offers 99.999 percent availability.
- It has more than 700 features and services including conferencing, interactive voice response (IVR), and proactive contact.
- It supports new collaboration capabilities, mobile applications, and multi-channel contact center applications, providing customer services now and into the future.
- It features automatic hardware upgrades and refreshes as part of the managed service that CBTS now provides to the Commonwealth.

CBTS Solutions (Continued)

Additionally, CBTS provides the Commonwealth with 24x7x365 accountability for monitoring and management with a dedicated team of project managers, a service delivery manager, and operational personnel who are based in the capital of Frankfort. CBTS personnel manage Repair, Moves/Adds/Changes, and Upgrade requests. CBTS personnel include:

- Program Manager/Single Point of Contact
- Service Delivery Manager
- Project Managers
- Resource to gather data required for implementation, onboarding, and off boarding
- Resource to install Gateways and basic service availability test of Pre-Programmed Phones
- Nortel/Avaya Run Engineers
- Escalation, overflow, and general support from the CBTS Avaya Managed Services team

The Commonwealth hosts this platform in its own data center, and CBTS provides backup in a third-party data center.

Results

The CBTS Hosted VoIP solution is delivering the following results to the Commonwealth's Executive Branch:

- CBTS consolidated 50 contact centers onto a single platform with advance efficiency applications to extend essential citizen program interaction points through the Commonwealth.
- CBTS has consolidated hundreds of agents and multiple contact centers onto one platform, providing end-to-end communications, and enhancing how the Commonwealth communicates with constituents. The Commonwealth is also more efficient through applications including Call Back Assist, Work Force Optimization, and Proactive Contact.
- The Commonwealth replaced disparate voice networks and equipment across 120 counties with an Avaya solution that will scale up and down as needed.
- Up-to-date technology refreshes and upgrades, and the ability to move from a CapEx to an OpEx model.
- The Commonwealth's IT Organization, COT, has increased availability to focus on strategic initiatives that ultimately support constituents.
- The Commonwealth has increased flexibility to invest in strategic initiatives instead of its telephony platform.