

Driving operational efficiency for a leading US-based community health care service organization

Customer profile

The customer is a leading US-based community health care service organization with 104 hospitals, which includes four academic health centres and teaching hospitals, and 30 critical-access hospitals, as well as home health agencies, community health services organizations, accredited nursing colleges, and other facilities spanning the inpatient and outpatient continuum. The customer with a presence across 18 states employs over 95K people and believes that a healthy UC environment is the most essential factor in delivering a superior user experience.

The problem statement

The customer had a multi-vendor legacy UC infrastructure, which was being migrated to a Centralized Cisco Platform over a multi-year planned project. The customer had a difficult time completing the migration as they needed to deploy a sophisticated solution that could:

Manage several UC platforms with single monitoring and administration solution until migration shapes to defined end-state

Maintain service availability across different data centres and remote sites for over 40k voice users. Provide common dashboards showing alarms & events for their heterogeneous UC ecosystem.

Ensure their PSTN/SIP trunks are being monitored to capture availability and utilization details

Tools and technology provided

HCL implemented Rendezvous which leverages new-age technology to monitor, diagnose, and optimize a complicated heterogeneous UC environment, as well as transition traditional operations into digital operations with simplicity to provide a better user experience.

The solution

HCL identified that a critical assessment of network health regarding voice traffic would provide actionable information about underlying infrastructure performance before telephony migration. This will also enable Support professionals to identify and remedy issues quickly, reducing the impact on users and optimising the UC experience from day one. Therefore, the Rendezvous Monitoring solution was implemented to provide the customer's multivendor Unified Communications & Collaboration infrastructure with end-to-end monitoring requirements. The solution also helped in the deployment of active network evaluations through synthetic RTP traffic generation across identified 12 key locations.



Customer benefits

With the help of this comprehensive tool, the operations team was able to:



Centralized monitoring

A centralized platform to identify, isolate and remediate UC performance issues while seamlessly integrating multi-vendor environments for a positive end-user experience.



Improved system efficiency

A centralized platform to examine the impact of user migration on system health and performance.



Deliver faster resolution

Consolidate ticketing and tracking helps in faster issue resolution.



Effective performance management

Performance management tools to manage capacity and performance management, key health indicators, monitoring and intelligent alarms.



Health & availability

Proactively address application and server issues.



Streamlined network analysis

Hop-by-hop path analysis provides network jitter, delay, packet loss along with MOS value.

