



Partner Success

Services drive success for tyre manufacturer

Westcon  Comstor

Westcon-Comstor services reduce complexity and cost of Avaya implementation for global tyre manufacturer

Challenge

The end customer, a global tyre manufacturer, needed to replace its ageing existing phone system in 600 stores across the US.

Avaya IP Office was chosen for the retail stores and Avaya Aura at the core to provide centralised management.

Our partner needed support to meet the deployment timelines and reduce the cost of managing such a large project.

Solution

We worked closely with the partner and Avaya to design a solution that met all the end user's needs, from staging to remote support.

Pre-delivery included testing of back to the core platform for licensing and management, instructions for staff training, and management of end user inventory to satisfy the aggressive delivery schedule.

Each Avaya IP Office system was assembled and tested before shipment, with site-specific configuration files loaded before shipment. Logistics followed the deployment schedule so equipment was available for the onsite engineer as planned.

Once delivered, Smart Hands project co-ordination for all 600 sites was provided, with remote consultancy to complete remaining equipment programming, and 30 days' post-sales support for each site once live.

Result

Westcon-Comstor were able to propose, position and use all the pillars of our services portfolio: professional services, supply chain, support and education.

Our project management team worked to deliver all the solutions on time, reducing cost and complexity for the partner, and ensuring high customer satisfaction with an extended Westcon Partner Premier support contract for five years.