UCentric
migration accelerator

Taking that First Step

For a customer, every voice migration programme is a significant chunk of work and must be thought through and planned very carefully.

As a service provider, how do you make sure that the customer takes that first step along that journey with you and not with one of your competitors?

Every successful project has a solid start, an enjoyable journey and a brilliant ending. As a Service Provider, you have mastered the brilliant ending as that's your cloud solution and you are fully aware of the Unique Selling Points needed to beat your competition.

So lets focus on the Start and the Journey.

A poorly defined start results in unnecessary fear, uncertainty and doubt. Whereas a well defined start immediately establishes confidence and trust. An error caused at the start of a project is only magnified in terms of impact and cost to put it right at the end.

The Journey is the process you use to guide your client to the final outcome. Many projects tend to go off in different directions, but by adopting a consistent and repeatable approach, you significantly increase your ability to deliver predictable and reliable results every time.

The Migration Accelerator provides that Start and the Journey to the end and if you can confidently articulate that journey to a customer in terms of its look, feel and experience, then the customer is more than likely to take that first step in the journey with you rather than with your competition.

In our world there are three distinct phases in the journey.

The Extraction of the Data, The Orchestration and Preparation of that Data and lastly User Provisioning.

WHERE META MATTERS

www.mit-tech.co.uk

LEGACY & CLOUD

AVAYA

SIEMENS
CISCO
NEC
Mitel
NORTEL
UNIFY
AASTRA
ZOOM
RingCentral
webex
broadsoft
netsapiens

UCentric VOICE

DISCOVER & EXTRACT DATA

BLENDING + RULES

IVR   CDR   REC   AD

WEB GUI, DASHBOARDS

HLD, LLD, BULK LOADER

Multi-tenant or Dedicated Instance

webex by CISCO

webex by CISCO
Certified Migration Provider

MIT are a Certified migration provider of webex by Cisco.

Our API Developers through this partnership have developed automated Feature and Mapping from legacy voice systems directly to WxC. The orchestration and preparation phase automatically maps features to WxC for error free provisioning.

Error free provisioning is also ensured using MIT's Pre-Provisioning Validator which also automatically checks mapped features.

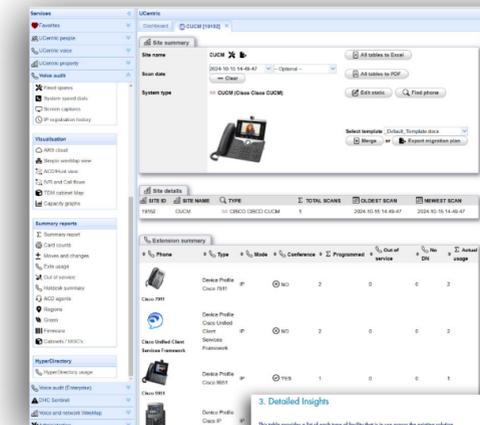Below are the AVAYA systems covered by UCentric

AVAYA

Avaya CM/Aura/Definity

Avaya IP Office

Avaya CM

Avaya/Nortel BCM

Nortel Meridian/Option 11/CS1K

High Level Design (HLD) Report
AVAYA

WHAT CAN BE CAPTURED?

Devices
- DNs, Types, Models, MAC and IP addresses
- Line and Softkeys

Users/Profiles
- DNs, DDIs, Email, departments, locations
- Call Forwarding
- Voicemail
- Routing Options

Groups/Queues
- Call Queues, Hunt Groups, Pickup and more
- Names, numbers, members, routing options
- Overflow, voicemail and timeout settings

IVR/Auto Attendant
- Call flows
- Menu options
- Schedules
- DDIs, Extns, Names

3. Detailed Insights

Migration Accelerator

key benefits

Automated Extraction and Orchestration

- Removes reliance on manual data collection, eliminating the risk of human error.
- Ensures that extraction and outputs are consistent and accurate, regardless of PBX versions, models or vendor.
- Can be re-run multiple times from discovery to migration phases to keep data up to date, allowing for dynamic changes in customer requirements and scope.

Enhanced Efficiency and Resource Optimisation

- Reduces the need for human effort in repetitive data extraction tasks.
- Allows skilled resources to focus on complex client validation and strategic planning rather than manual data handling.
- Frees up personnel to address critical business pain points instead of being tied to manual workflows.

Improved Customer Experience

- Streamlines client engagement by providing clean and validated data for discussion.
- Enhances transparency and trust through error-free data validation.
- Supports better decision making by providing actionable insights into PBX system compatibility and migration pathways.

ROI and Competitive Advantage

- Faster time to value in migration projects.
- Significant cost savings by reducing manual labour and errors.
- Scalability in handling larger volumes of migrations without operational bottlenecks.
- A competitive edge by delivering predictable, accurate, and efficient voice migration solutions.

Increased Accuracy and Risk Reduction

- Ensures consistency and predictability in migration processes.
- Identifies compatibility issues with other cloud providers quickly, allowing for informed decision making.
- Identify unused or under utilised devices to reduce licenses required
- Detects errors as they occur, enabling swift corrections and reducing project delays.

Scalability and Business Growth Enablement

- Supports high volume migration projects without requiring a proportional increase in human resources.
- Enables organisations to scale up migration efforts while maintaining efficiency and accuracy.
- Enhances business agility, allowing companies to move faster without compromising quality.