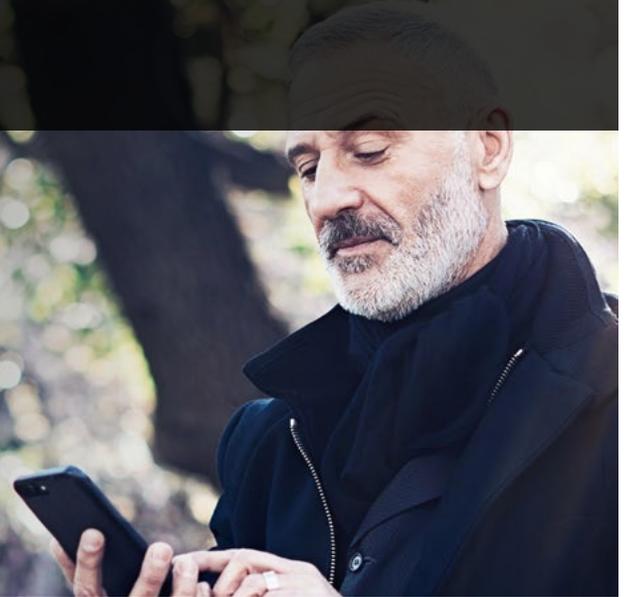# AXIM™

A 3-step guide
to managing
Nortel end-of-life.

Nortel end-of-life is just a year away. In twelve months a hard-working and worry-free technology will be costly and high risk. Many businesses are blind-siding it. But what happens when there are no replacement parts, no patches and no tech support? April 2019 isn't the time to start planning, it's now.

How do you accelerate Nortel migration and mitigate the risks involved? This 3-step guide will give you:

- **A framework to transition from Nortel**
- **A checklist to better manage migration**
- **An independent, vendor agnostic perspective**

Step 1.
Get your business migration ready

Migrating from an installed telephony system, particularly one that could have been in place for decades, is no small feat. It requires an enterprise-wide perspective on change, and demands you ask a series of business-critical questions:

- **Are the key stake holders aware that April and June 2019 are the drop-dead dates for Nortel end-of-sale, end-of-manufacturer-support and end-of-services-parts-support?**

- **Are CTO/CIO levels, to contact center LOB owners, aware of agnostic solutions that can bridge core telephony and application infrastructure?**

- **Is the company ready to de-risk, have all the current options been considered down to the application and desktop level? What critical adjuncts and capabilities within the contact centers must remain as close to like-for-like?**

- **Has the best financing model been chosen (OpEx vs CapEx), the right IT operations model been identified, and the optimum cloud and on-premise solution been formulated?**

- **Have you successfully navigated the conflicting solutions: of an Avaya upgrade and platform transformation or a multi-solutioned rip and replace?**

- **Is your solution ultimately driven by independent and vendor agnostic advice or product-focused VARs and manufacturers?**

Step 2.
Blend transition and transformation

Digital change, contact center modernization and the importance of customer and user experience are redrawing the enterprise communications environment. It's creating new asks of a new telephony system. Transitioning to a new technology is no longer the only option, transformation is also key and it means asking a different set of questions:

- **How well will you be able you to balance the needs for better voice (contrary to the prophecies it isn't going away any time soon), and the demands for greater self-service?**

- **How well can any new solution contribute to the omni-channel strategy, how well will it connect and engage customers across a journey and contribute to a seamless experience?**

- **How well does it meet the business needs: have you listened to the voice of your customers and users, and has the requirements gathering stage bridged functional and emotional needs?**

- **How effectively can it help reduce customer and user effort, and looking to the future, how well will it keep pace with increasingly expectant customers and users?**

- **How adaptable do you need it to be: will it enable you to manage the need for human interaction and the relentless rise of bots, machine learning, virtual agents and AI?**

Step 3.
Define how you will measure success

Risk reduction, cost management, efficiency and continuity were the critical determinants of success – now they're only part of it. In reality, a new set of business, customer and user metrics are being applied to technology investment, and they are forcing organizations to adopt a broader set of success criteria:

- Where are the big risks of a big bang: is there a matrix detailing the operational threats, the supply chain impacts, the user training challenges and the critical migration drag factors?

- How much have you evolved and maintained investment in current telephony systems by adding incremental features to realize IT benefits (e.g. SIP, IP telephony and virtualization)?

- How effectively are you ditching break and fix for a proactive support model that frees IT resources to be more efficient and responsive, and allows the adoption of new services?

- What KPIs and KRIs will the migration be assessed against: quality of operations, customer satisfaction, employee engagement, loyalty and churn, corporate advocacy or empathy?

- How strongly is the new telephony system contributing to a corporate digital transformation agenda, a contact center modernization roadmap and the evolution of customer experience?

About Axim

We understand how critical contact center operations, customer experience and enterprise management are to maintaining brand trust and cost-effective business operations. Our start point is to document the current state from the point of ingress down to the contact center desktop: analyzing risk and completing drawings of the enterprise architecture component process and cross-channel application flows. Our experience of complex integrations gives us a unique ability to work through on-premise and cloud deployment models, outputting criteria that drive informed decisions: a risk-plus-functional matrix, and a directional statement that strategically responds to business requirements, from an IT leadership and service delivery perspective. While our consultant teams bring a digital transformation and customer experience perspective to enterprise architecture.

Our experience transitioning Avaya Aura® and Nortel architectures, utilizing the TOGAF® enterprise architecture framework process and methodology, ensures engineering and design documents provide formalized strategies, decision roadmap and recommendations, while achieving critical stakeholders objectives.

Three reasons to talk to Axim.

1. We provide independent, expert advice. Vendor agnostic, we view CC/CX migration design in a holistic manner while maintaining existing enterprise investments

2. On-staff architects with over 200 years of combined experience in transitioning Avaya Aura® and Nortel architectures, within all types of hybrid environments and industry verticals.

3. We combine enterprise architecture (cloud and on-premise), CX application integration and migration design into solid optimization, CX risk mitigation and digital transformation strategies.

To learn more about how Axim can help with Nortel end-of-life planning, contact Rick Jones at rickj@aximglobal.com or visit aximglobal.com

Axim helps organizations turn customer experience into better business through strong CX governance. We focus on risk, efficiency, accountability and the sheer untapped possibility of CX technologies, data and analytics, people and digital marketing. It means operationalized CX, streamlined CX ecosystems and mobilized customers. To learn more visit **www.aximglobal.com**

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