AXIM™

Legacy Appraisal.

Enterprise Communications Audit™

Complete knowledge of your current state environment

Five ways an ECA™ could help your business

An Enterprise Communication and Application Audit™ (or ECA™ for short) is a legacy appraisal. It provides the knowledge necessary to make better business decisions about current state enterprise architectures.

Why? As enterprises have reorganized or downsized in light of cost saving measures the responsibility for managing the deployed environment has been outsourced to third-party partners. This decentralized ecosystem means enterprises don't see the whole picture of their environment and are unable to intelligently optimize or effectively integrate new technologies.

An ECA™ baselines the current enterprise telecommunications environment and provides a high-level profile of the current architectural state including applications and third-party adjuncts.

An audit of an enterprise's current state environment by certified TOGAF® professionals, an ECA™ provides the knowledge necessary to make better informed decisions about your current state environment.

It starts by understanding the needs of an enterprise: a refreshed view of the current state environment or an effective assessment of an enterprise communication environment that has been acquired through merger and acquisition?

The discovery phase looks at all enterprise communications systems and applications including any third-party technologies. This is then analyzed and the complete enterprise communications architecture detailed in: enterprise overview and enterprise logical application diagram sets of the current state; an ECA™ inventory workbook; and an ECA™ summarization report.

1. Complete visibility & centralized documentation. Visibility of fragmented ecosystems and centralized documentation for better informed, more intelligent decisions.

2. Better management of aging technology. Know what's nearing end-of-life or end-of-service before it's too late.

3. Optimization of legacy. Make the most of the deployed technology for better enterprise communications.

4. More effective migrations, consolidations & transformations. Better migrate, consolidate and transform the current state now and in the future.

5. Reduce exposure to risk. Find and plug the gaps before they turn into major problems for the contact center, its agents or its customers.

ECA™ in the real world

ECA™ Make intelligent decision-making a reality.

Context

A world leading medical reasearch and treatment center was running off of two disparate enterprise core environments. It had lost sight of the current state enterprise communication architecture and wanted to consolidate legacy technology through an RFP.

More effective decision making

Axim's ECA™ provided the knowledge necessary for the organization to make better decisions about the future of their enterprise communication environments. One environment was designated end of manufacturer support for hardware effective Summer 2018 and was limiting businesss output. Areas in need of optimization were found and cost saving opportunities due to platform capabilities being paid for but not used were uncovered.

Impact

With visibility restored the organization could issue an informed and effective RFP as well as provide a business case justification for future enterprise communication decisions. During the RFP process minimal upgrade and other stabilization efforts were able to take place to reduce exposure to risk. Axim's standardization and centralization of documentation also enabled more efficient management of the complete environment now and in the future.

Information and requirements gathering

- Gather stakeholder requirements
- Current state discovery of:
  Enterprise communication systems & apps
  Third-party technologies

Information analysis

- Analyze existing communication solution deployment
- Gather stakeholder feedback

ECA™ delivery

Enterprise overview diagram set

- Geographic overview
- Enterprise architecture overview
- Trunking overview
- Data network topology diagram (customer provided)

Enterprise logical application diagram set

- Contact center logical application environment
- Protocols & integration points

ECA™ Inventory Workbook

- Product type & vendor
- Product location
- Critical platform translations
- Call center application elements
- Used capabilities
- Platform licensing
- Current version

ECA™ Summarization report

- Core audit findings summarized

Learn more about an Enterprise Communications Audit™, contact **info@aximglobal.com**

Axim specializes in Enterprise Communications Transformation, from cloud to legacy to CX. We have evaluated, designed, virtualized and rationalized 100's of Enterprise Communications and applications systems. Axim is one of the few companies to integrate cloud consolidation and digital application rationalization. And our experience spans all major CCaaS and CRMaaS providers, SI resellers and CC Manufacturers. Learn more visit **aximglobal.com**

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