



Legacy Analysis.

Enterprise Sustainability Assessment™

De-risk your enterprise architecture

An Enterprise Sustainability Assessment™ (ESA™) is an analysis of an organization's enterprise architecture. It quantifies the risk in aging legacy, the risk levels of integrating new digital technologies, the risks in consolidation, or transitioning to a new environment or platform, and, the risks of the cloud.

Some very big organizations in almost every industry vertical are employing an ESA™ to de-risk the critical decisions they make around their enterprise architecture, so they can increase business efficiency, improve customer experience, and even strengthen security. Many of them believe it's too risky not to.

A risk assessment program delivered by the industry's most experienced architects, an ESA™ is built around a simple principle: effective risk management only happens with total visibility of the current state.

The start point is transparency. Our architects build an up-to-date picture of your enterprise architecture and product lifecycles. Then they identify where it will propagate risk and the potential ripple effects, focusing on service disruption, business continuity, disaster recovery and customer experience.

The conclusion is a directional statement: it recommends short term improvements to mitigate immediate risks, and in the longer range manage the risks inherent in any consolidation, migration or digital transformation strategies.

Three ways it could help your business

1. Maximize the potential of legacy technology and infrastructure – An ESA™ identifies and exposes at-risk technologies that are aging, end-of-life or are a potential threat to the IT organization, business performance, and CX objectives.

2. A directional recommendation for technology investment strategies – An ESA™ identifies how to build on the present, so businesses can better migrate and manage change. Better integrate the growing range of voice enabled services, premise managed and hosted off premise solutions.

3. Define a performance and operational baseline – An ESA™ assesses the sustainability of present deployed environments, in order to drive and generate forward-looking strategies.

ESA™ in the real world

Context

A leading real estate software applications firm had to assess their architecture's suitability to support aggressive growth in agents and maintain customer service excellence.

Findings

The ESA™ highlighted the high chance of a catastrophic failure in the voice environment. The risk to revenues and reputation would be immediate and protracted because of the time to restore service and costly upgrades.

Directional statement

Job one was to update the core voice infrastructure to a supported platform with disaster recovery. There were also needs to provide a more efficient contact center environment, to add workforce management technology and to implement screen pops to improve agent efficiency.

From risk to reward

Axim estimated this could save several \$millions in risk avoidance, outages and business efficiencies. Operational and vendor risk would reduce and business agility increase. Our conclusions supported the business case for a cloud migration based on the high financial risk and cost of a complete outage.

Five ways an ESA™ could benefit your business

1. A complete picture of the enterprise landscape

See current state geographic, architecture and trunking and data network topology.

2. Identify the most at-risk technologies

Better manage end-of-life, aging legacy and at-risk technologies.

3. Mitigate high-risk enterprise architecture

Minimize service disruption and optimize business continuity and disaster recovery.

4. Understand the inherent risks in enterprise re-architecture

Better plan consolidation, digital transformation and cloud migration strategies.

5. Increase CSAT and reduce customer effort

Enable better customer service and better user experiences.

Enterprise Sustainability Assessment™ framework and deliverables

Effectiveness audit

Strategic analysis

Direction

Deliverables

1. Product analysis
 - Platforms and applications
 - System platform dependencies (compatibility matrix)
 - Risk assessment analysis
2. Contact center operational analysis
 - KPIs
3. Directional assessment statement(s)
 - The next potential or logical step to maintain, upgrade or migrate
4. ESA™ product workbook detailing
 - Risk assessment chart
 - Compatibility matrix chart
 - Lifecycle chart(s)
 - Product inventory detail summarization

Reduce the risk of enterprise architecture, 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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