AXIM™

Nortel CS1000

More efficient, lower cost end-of-life management

Better manage CS1000 end-of-life

Five ways it could benefit your business

Many organizations don't recognize end-of-service-life as a reason to replace their Nortel CS1000. They see a dependable workhorse. They see big cost savings. What they don't see is a constant stream of new security threats, business demands and customer expectations that could throw the low-cost argument out of the boardroom.

These challenges could redefine CS1000 lifecycle management: from a 'just gets on with it' voice technology to a voice technology that needs time and attention to wring out more lifetime value. But how will voice teams continue to maximize the operating efficiency of their CS1000 system?

Axim helps voice teams maximize the impact and minimize the cost of Nortel CS1000 through end-of-support-life.

End-of-lifecycle management
We recognize the growing wave of challenges that will impact CS1000, and we've tailored a suite of end-of-lifecycle management solutions to help organizations manage them. Axim will minimize the operational risks of outsourced support and maintenance; risk assess the constant threat advanced cybercriminals brings to aging, unpatched legacy; identify the risks to business agility and customer experience delivery; and navigate cloud migration.

What does it mean?
Voice teams can extend the lifetime value of Nortel CS1000, minimize its cost to the business, mitigate the commercial risks and be ready to transition the voice environment to the cloud.

Independent specialist
Employ vendor and platform-agnostic consultants with extensive Nortel and voice environment experience.

Secure voice environment
Enable aging technology to work harder to manage and mitigate the threats of increasingly advanced cyberattacks.

Increase resilience
Reduce the risk of voice outages and remediation times, and minimize the commercial and the customer impact.

Improve business value
Increase CS1000's business return by better navigating the big operational and business agility challenges.

Safeguard CX
Ensure a legacy voice environment doesn't compromise customer delivery, reduce satisfaction and lose customers.

Be more cloud ready
Migration plan CS1000 to the cloud, phase the transition and quantify the big commercial and operational risks.

Four ways Axim optimizes CS1000 end-of-support-life

1. Maintaining the security of the voice environment

Enterprise Communications Audit™

The hard-fact is that contact centers are in danger of becoming a fraud Achilles' heel, and voice services are in the front line. The threat lies less with Nortel CS1000 but the aging end-of-support legacy that surrounds it in the voice environment: those technologies that lack the security patches to deal with the advanced nature of today's cyberthreats.

An architectural audit of entire CS1000 ecosystems that identifies the highest risks across the full voice environment. It brings clear visibility of the greatest single points of failure and less risk of outages. And it creates the knowledge to better manage aging voice technology, and more effectively integrate, consolidate and transform.

2. Safeguarding the growing threat to resilience

Enterprise Sustainability Assessment™

An army of support and maintenance providers strengthens the case to extend the lifetime of a Nortel CS1000 system. But do they safeguard resilience? They only support a part of the voice environment, and organizations lose visibility of the environment. So, it takes longer to find and fix voice outages and the impact is deeper on the business.

A risk assessment of entire CS1000 ecosystems. It enables stronger risk management of the voice environment. An ESA™ identifies and minimizes security risks, service disruption, revenue loss, CX risks, corporate reputational issues and the operational dangers of new technologies.

3. Maximizing the customer experience

Contact Center Experience Assessment™

CS1000 can't support the latest CX technologies organizations must adopt to satisfy the constantly changing demands of their customers. Nor can it contribute to a single customer view. Then there is the impact of the increased outages on the quality of customer delivery. The chances are the CX limitations of CS1000 could cost businesses in lost customers.

An audit of the end-to-end CX ecosystem. A CCXA™ identifies the risks the voice environment poses to customer delivery, customer satisfaction and customer loyalty. It unearths the single points of potential failure in the customer experience - and identifies the greatest risk of outages impacting customers.

4. Migrating effectively to the cloud

Enterprise Communications Migration Design™

Maintaining Nortel CS1000 won't change the fact that tomorrow belongs to the cloud. But how long do organizations continue with CS1000 and when is the right time to migrate to the cloud? Voice teams face a massive challenge: simultaneously managing the lifecycle of an aging technology and migration planning its cloud replacement.

Architectural, voice migration design and multi-phased planning. An ECM™ audits the voice environment; identifies and mitigates the critical potential points of failure; ensures the maximum efficiency of CS1000 during a protracted migration; designs and phases a migration plan; and looks at cloud governance.

To learn more about Axim's suite of Nortel CS1000 end-of-lifecycle management solutions visit **aximglobal.com/nortelcs1000**

Axim is an international enterprise consultancy that focuses on enterprise communications, customer experience and the cloud. We are subject matter experts on Nortel and Avaya yet independent and vendor agnostic. Our architects audit and document voice architectures and risk assess and manage voice environments from security through to operational risk. Our CX teams evaluate and optimize the performance of voice within complete customer experience ecosystems. And our cloud specialists plan and phase cloud migrations that end in operational excellence.

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