

Migration to a new UCC & Contact Center solution in the public sector

- Acceptance management as a success factor



Change Driver

A German city with almost 3,000 employees distributed across 150 locations operates a 10-year-old telephone system with approx. 2,400 connections for telephones and fax machines.

In order to meet the increased expectations and requirements of a modern administration, a future-oriented Unified Communications solution is required.

One particular challenge is the fact that various entrusted structures have grown over many years which need to be changed and standardised.

Additionally a budget has been released by the state for this project. It has to be adhered to – there are no further funds if issues arise.





Damovo Approach

The solution offered by Damovo includes the Cisco Unified Communications Manager (CUCM) and Cisco contact center solution.

An early acceptance workshop was held in the city to meet the specific challenges of the transition to a new way of working.

This resulted in the following results:

- Setting up showrooms
- Info events at the main locations
- Nomination of spokespersons per site for the solution
- Production of video tutorials with the customer's employees

These actions helped the customer to prepare its employees for the new Cisco UC solution at an early stage and to actively involve them in the change process.



Customer Value

DAMOVO

How the **employees** benefit

The employees felt informed at an early stage and were involved in the project.

By using the video tutorials, which explain the new functions of the UC solution, the employees can view the new functions at any time and as required.

New employees can now be trained quickly and at any time without additional costs.

How the **company** benefits

The rapid adoption of the new solution by employees enabled the IT department to quickly return to day-to-day operations.

The budget was met as there were no unforeseen delays due to good planning and early acceptance management.

The city is much more innovative as it can now offer its citizens modern ways of making contact.