

# Microsoft Partner

## Cloud-ready telephony

Rightsizing and modernizing a large scale voice service

### THE CHALLENGE

A global enterprise with 75,000 users and a complex, legacy UC estate was struggling with a lack of visibility and control over its telephony infrastructure.

The company, relying heavily on premise-based Cisco hardware, had an estate of 150,000 phones, 20,000 phone lines, and 20,000 analog gateway ports across 430 sites worldwide.

Managed by a competitor to VOSS, the customer lacked clear insight into which phones were in use, which lines had services, and any equipment that was obsolete. With plans to migrate to a cloud-based UC solution using Microsoft Teams Phone, they needed to clean up their existing estate for a smoother transition.



### THE SOLUTION: VOSS DISCOVER

VOSS Discover was deployed to carry out a deep and comprehensive discovery of the customer's entire UC estate. The platform analyzed 10 million call data records (CDRs), identifying active and inactive devices, lines, and services across the global network. In addition to identifying underused assets, VOSS Discover included:

- Full map of PBX service configuration and device inventory across all locations.
- Review of the existing services against future business needs
- Rightsizing of resources to unlock cost efficiencies
- A roadmap to ensure a seamless migration to cloud telephony

Overall, the project delivered on the two main objectives of building a firm foundation for the migration, and rightsizing the estate; the latter generating a significant 23% savings to operating costs over the expected three-year horizon.



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## THE FINDINGS

Among the many data findings; some key insights included:

-  17,000 licensed users were found to be inactive
-  Over 25% of physical phones were found to be inactive
-  Over 30% of the Cisco Jabber soft clients were unused
-  25% of the 150,000 extension lines were inactive
-  Out of the 1,500 configured hunt-groups, 300 were inactive or had no line members
-  Of the 38,000 mailboxes configured, nearly 40% were completely inactive
-  Over 50 sites were identified as closed but still provisioned with configuration.

With this critical data, the enterprise was able to eliminate excess and obsolete equipment, leading to significant cost savings, preparing the estate for a smooth transition to the cloud.

## THE MIGRATION

The clean data was fed into VOSS Migrate, an advanced migration engine. Using its innovative methodology to discover, extract, transform, validate, and load large volumes of users, devices, and UC data, VOSS Migrate enabled the company to rapidly transition from the legacy Cisco environment to cloud-based solutions, ensuring minimal disruption to operations.

## FINANCIAL BENEFITS AND VALUE DELIVERED

The financial and operational improvements delivered through VOSS Discover and VOSS Migrate ensured the enterprise could transition to a cloud-first UC model with a clean, optimized estate that supports future growth. Benefits included:

- **Cost savings:** The removal of inactive phones and lines led to a substantial reduction in unnecessary expenses, with the customer eliminating thousands of inactive devices and optimizing resource utilization. This cleanup also resulted in ongoing savings related to maintenance, support, and licensing costs.
- **Streamlined migration:** With the clean, up-to-date inventory of phones, services, and users, the migration process to the cloud (Teams) was faster and more efficient, reducing the time and cost typically associated with complex migrations. A smoother transition also meant fewer resources were needed, driving further cost reduction.
- **Better visibility:** VOSS Discover provided a detailed, real-time view of the entire UC environment, allowing the enterprise to make informed decisions on device and service management across all global sites.
- **Optimized infrastructure:** With the removal of obsolete equipment and the streamlining of the UC estate, the enterprise now benefits from a future-proof infrastructure with reduced operational complexity, increased capacity, and fewer legacy systems to manage.
- **Centralized management:** VOSS offered a unified portal for managing the UC estate with real-time reporting, role-based access control, and enhanced visibility, allowing for ongoing management with greater efficiency.

To begin your own deep discovery project and unlock similar benefits, [get in touch](#) with us today.