

**Success Story –**

**Global Enterprise Network Equipment Manufacturer**

**STS Implements / Supports 23,000 IP Phones for Equipment OEM**

**Problem:**

The customer is a global network equipment manufacturer. Strategically they decided that, while manufacturing equipment was certainly their core competency, managing a large implementation was not.

One major problem standing in the way of an IPT deployment on a converged network was a giant legacy PBX phone system. The mere consideration of internally leveraging precious resources to migrate from PBX to IP was daunting. This customer required an outsourced solution to migrate its existing voice legacy system to their new VoIP solution. They also wanted to outsource the support and maintenance of the VoIP network since this too was beyond their primary business mission. All of this needed to be accomplished while cutting expenses and maintaining high internal customer satisfaction.



**Solution:**

STS has enjoyed a reputation for many years as a provider of outsourced implementation and support operations to this global 1000 company. Because of this, the customer selected STS to provide the much-needed expertise needed to implement 23,000 IP phones in a multi-campus environment encompassing some 50 buildings.

Significant planning and analysis was required to complete the overall deployment plan for the operation. Such planning included prototyping, testing and QoS modeling. Key to a successful deployment was the creation of a "Day 2" support organization that would service any request made by internal employees who used the new IP phones. This Day 2 support would have to be measured and provided independently since it was not a core competency of the customer.

**Result:**

The result of this project punctuates a long and prosperous relationship with this customer. After a successful implementation phase, STS has continued to provide operational day to day support in the areas of monitoring, management, problem escalation and resolution. STS manages both Corporate and Field Sites which include:

- 6 corporate sites
- 6 engineering sites
- 11 showcase sites
- 60 field offices in North America, Canada and Latin America
- supporting 23,000 IP phones

In addition to the IPT Network, STS manages the day to day operational support for a very large and complex corporate production LAN environment. The STS outsourced solution has been cost effective for the customer and has met or exceeded all of the client's SLAs and customer satisfaction requirements.

**About STS International**

Spectrum Technical Solutions International, Inc. is a Professional Services and Information Technology Maintenance Organization that works for Fortune 1000 global companies and large private organizations that wish to cut operating costs, improve efficacy and lower business risks by outsourcing critical IT business processes.

STS is a mid-sized privately held company that has the ability to focus on customers and each project remaining nimble, not weighted down by large top-heavy corporate or partnership overhead structures. Our operational efficiency is a customer's benefit.

We deliver our services using an *integrated and vested* approach toward outsourced management of critical IT business processes. Each customer is supported uniquely, leveraging experience across many industries.

**About Outsourced Services Suite (OSS)™**

STS branded services, **Outsourced Services Suite (OSS)™**, is sold directly to our target customers *or indirectly* through channel relationships such as service aggregators and managed service providers.

STS extends our internal "operational efficiency" to our clients - providing a comparable quality of service with a high degree of customer experience, solution customization and overall satisfaction and without the expense.

**Contact STS to Learn More**

Questions about any of our services and capabilities may be answered by contacting STS:

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