

# Case Study

February 2011



## *Database Migration* - Heritage Nortel Meridian Option 81C to Avaya Communications Manager 6.0.1

“ In an incredibly short period of time, InfoPlus was able to understand my challenges, evaluate the Nortel programming data, and simplify the information into a format that provided me with an up-front overview of how the Nortel system was programmed. Without any Nortel knowledge of my own, I relied heavily on InfoPlus to convert and translate the Nortel programming into Avaya language that I could then easily understand. This deliverable allowed me to program station detail information **four times faster** than normal. InfoPlus’ tools and expertise provided me with the confidence I needed to ‘get it right’ for the customer. InfoPlus exceeded my expectations and saved a tremendous amount of time. It was a huge value”

- Micky Adams  
ProVison Programmer  
Quagga



### *Las Vegas Convention Center*

Quagga, one of the fastest growing Avaya Platinum Partners in the Western Region, recently approached InfoPlus with an opportunity to assist them with a project to migrate a Heritage Nortel 81C platform to an Avaya Communications Manager. As time was of the essence, Quagga soon realized that their lack of Nortel knowledge could potentially prohibit them from completing the project on time, and potentially tarnishing an otherwise professional and well-regarded reputation.

InfoPlus’s vast experience with both the Nortel and Avaya products proved to be invaluable in helping Quagga to meet their objectives. InfoPlus quickly and efficiently identified exactly how the Nortel system was built, what and how features and functions were being used, and most importantly, how they translated into Avaya language.

## CHALLENGE

As customers begin transitioning from the Nortel to Avaya platforms as a result of Avaya's purchase of Nortel, Avaya Partners find themselves faced with new challenges in delivering smooth transitions with the least amount of business disruptions for the customer at cutover.

Partners with little to no Nortel knowledge are finding this task to be quite overwhelming. Because these systems are two totally independent systems, functionality between them differs both in terminology, as well as functionality.

*How can an Avaya Partner bridge this gap to achieve customer satisfaction, and keep the total costs as low as possible?*

This was exactly what Quagga faced as they started the project for the Las Vegas Convention Center. According to Doug Hill, Senior Sales Engineer at Quagga, "Even though I myself (just recently hired) have quite a bit of Nortel knowledge, it would have taken me countless hours of sifting through system data to try and summarize all the features and functionality that is needed to mirror the new Avaya CM. Of course I had the opposite problem my Avaya peers were facing; I didn't have the Avaya knowledge to even make an attempt at simple translations."

## Solution

Doug Hill knew about InfoPlus from previous experiences, and thought a phone call was in order to see if we could help with this specific project. He knew that InfoPlus was in a unique position; not only did InfoPlus thoroughly understand Nortel, but also the Avaya platform as well.

InfoPlus was eager to help Quagga to achieve their objectives with this specific project, while at the same time, giving us the opportunity to develop a service that could be used for the next conversion project. This project provided

The InfoPlus engineers a clear understanding of the needs of the Avaya Programmer. It allowed us to deliver various solutions that solved her problems.

Through an iterative process, InfoPlus first downloaded the Nortel Database via our normal GurdianService process. Once we completed the download, we began to summarize, categorize, parse, and evaluate the data and delivered it to the Avaya Programmer for review. With feedback from the Programmer, we continued to evaluate the data, and present it in ways that would be more helpful. The very last iteration proved to be the most productive for the programmer, and from this deliverable, she was able to successfully build her Provision Objects for system upload.

## RESULTS

- **Accurate Translation to the new Avaya CM.** Most all of the features, functions, key layouts, call flows, etc. were successfully translated from the Nortel to the Avaya prior to the cutover.
- **Deadline Met.** As a result of the final deliverable to Quagga and the subsequent upload, Quagga was able to meet the deadline for cutover.
- **Satisfied Customer.** As a result of the accurate translations, and the attention to upfront details, the cut was seamless and the customer training was minimized.

## Learn More

For more information on how InfoPlus can help transition customers from Nortel to Avaya, or take advantage of our other industry-leading services contact us or visit our web site:

**[www.infoplusonline.com](http://www.infoplusonline.com)**



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