

Intrado

CCNA takes the call to resolve Intrado's routing and portal challenges.

Global web conferencing powerhouse Intrado has been delivering telephony, conferencing and collaboration tools for organisations since its inception as West TeleServices in 1986. Intrado's services and demand have only increased, first with the rise of the internet and now the digital communications and remote workplaces megatrends. With this continued global growth, Intrado knew they needed someone experienced to assist in identifying and resolving complex SBC Routing issues. This would assist Intrado by improving the connection between their Australia and Singapore office locations. Their System Manager Portal was also beginning to show the Intrado team warning signs of growing pains, and they wisely sought external expertise to mitigate potential future issues.



Enter CCNA

Fortunately, Intrado had a longstanding relationship in the fold, with CCNA already their trusted senior escalation point for Avaya related concerns in the region. Utilising this pre-existing and trusted partner, CCNA was briefed on the challenge and got to work.

Outcome

CCNA began with an in-depth review followed by troubleshooting of the issues through a Discovery Session for the Portal and Routing issues. This was expected to be followed by additional planning stages and then implementing the resolution. However, CCNA's experienced team were able to resolve both issues within the initial discovery phase, simultaneously identifying and resolving the two complex issues well ahead of any projected completion date by Intrado.



Very happy with the outcome as all requirements were completed successfully.

William Payet

Telecommunications Infrastructure Manager APAC

Project Completion Survey

The Project was successful in meeting the agreed outcomes



Please rate the level of expertise and knowledge demonstrated



The Project was managed and well-communicated at all times



How satisfied are you with the **overall** engagement from CCNA?



I would engage CCNA again for future Projects



Thinking about a similar project?

Let's Chat

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