PROJECT OVERVIEW
- Copper Category 6A Backbone in a new single site
- Same cabling used for deploying VOIP, data and POE
- Entire migration completed in 6 weeks
- 1500 nodes over an area of 100,000 sqm

Servion Global Solutions, Chennai-India

Servion specializes in delivering cutting-edge Customer Interaction Management (CIM) solutions and applications for Contact Centers, enhancing customer interactions via the phone, internet, email, chat and social media. With more than 600 customers and over 1000 installations spread across 60 countries, Servion's products and solutions handle more than 7 billion voice/fax/ACD/Web/e-mail interactions per year.

Introduction
Servion optimizes customer interaction for its clients by drawing from a proven combination of contact optimization experience, business acumen and broad Contact Center technology knowledge. Servion offers solutions across eight segments of the CIM industry: technology, consulting, Contact Center intelligence and reports, agent productivity, outbound interaction management, self-service, workforce management, quality monitoring, and customer behavior analytics. These solutions are offered to a wide range of vertical businesses such as banking and finance, telecommunications, business process outsourcing, transportation, retail and hospitality. Servion's CIM solutions are delivered through the company's Consulting and Engineering arm using six different services: application maintenance, custom application development, product design and development, systems integration, managed support services and research and development.

The Requirement
Due to recent successes, Servion Global Solutions is growing rapidly, and as a result acquired new office space. The volume of data traffic relative to the total network traffic increased tremendously. Servion wanted to merge its existing network (which was at three different locations) into one centralized unit. This necessitated redesigning the entire network infrastructure to meet the current and future business needs of the organization. The existing network platform consisted of disparate voice and data networks sharing a single data transport line with four information outlets.

The Solution
After thoroughly understanding Servion's needs and requirements, Molex Premise Networks suggested network convergence. Origin Infosys, a long time Molex Business Partner, was chosen as the systems integrator. A Copper Category 6A solution was implemented in the new site, which enabled virtualization across the SCSI servers. As part of the solution, IP telephony was also provided. This extended the conversion of voice traffic to data traffic right up to the phone, thus delivering full voice and data functionality over a single converged network. The entire migration was completed smoothly within a short span of 6 weeks. The only deviation from the original plan was shifting of the operations room to the second floor instead of housing it in the basement.
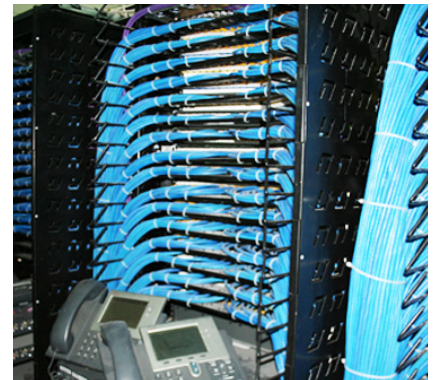
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Case Study ›

Servion Global Solutions, Chennai-India

Impact

The transition to a single site reduced the number of jacks (I/O's- Information Outlets) by fifty percent as the same cabling was used to deploy VOIP, data and POE. In addition to reducing Servion's total cost of ownership for its network and reducing ongoing costs required to maintain and upgrade the network, the converged network simplified administration leading to productivity improvement.

Consolidation to a single site reduced the amount of physical space required for the equipment, and also allowed for interoperability and reliability. Network convergence improved the productivity and communications processes, which also enabled integration with applications and corporate databases. Mr. Jayan, Manager - ITIM, Servion Global Solutions, stated "We are very pleased with the way Molex conducted the entire transition. Their network knowledge, product familiarity and quick installation were very impressive. They carried out the entire operation smoothly, in line with our expectations."

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