

GREY SPACE ADD DEEP SPECIALISATION AND FLEXIBILITY TO MAINTEL.



Formed in 1991, Maintel is a fast growing and trusted provider of managed communications services. Partnered with major carriers and vendors, Maintel deliver communications and contact centre solutions to leading businesses internationally.

SITUATION.

Resource constraints and a short-term skills gap left Maintel seeking options to perform a complex Avaya Communication Manager upgrade for a key contact centre client.

Complicating matters was a technology estate spanning multiple European countries, with many locations using different Avaya product versions and adjunct applications, the compatibility of which had to be ensured with the upgrade environment.

Maintel were ahead of the curve from a technical perspective but required a client liaison with a functional focus to better deliver on operational and process-driven aspects of the project.

SOLUTION.

Grey Space were approached based on a deep knowledge of the Avaya product set and a reputation for forming strategic and innovative approaches to complex scenarios. This, in combination with significant experience in the contact centre domain, enabled Grey Space to extend testing to all components of the solution, not just Avaya products.

Complementary to Maintel's strong technical aptitude, Grey Space's focus on the operational drove the project forward with new insight. Developing an upgrade strategy and collaborating with project managers on all sides to coordinate resource and create a project plan, Grey Space ensured that every aspect of the project was assessed, prioritised and executed, assuring the client that the entirety of their environment was considered and supported.

CONCLUSION.

Grey Space were able to move quickly to develop a comprehensive upgrade strategy, work with project managers on all sides to create a project plan and coordinate technical resource to allow Maintel to progress the project on a timescale vital to their client and ensure zero operational downtime.

Integrating seamlessly with the Maintel, client and third-party project teams, Grey Space brought fresh perspective and insight that, in addition to increased flexibility, added both quality and value for Maintel. Testament to the success of the collaboration, Maintel opted to engage Grey Space to support a second phase of migrations to the newly upgraded environment.

"Having a huge hole to fill in a multi-lingual contact centre roll out, I required a team who had worked on cutting edge CC technologies. My only thought was to turn to Grey Space who are innovative and have ease in delivering the end game and supporting the solution."

- Frank McKenzie, Senior Project Manager