

GREY SPACE ENSURE GO LIVE SUCCESS ON A LARGE SCALE.



TUI UK, part of the TUI Group are the UK's largest holiday brand, boasting 10,000 employees serving over 6 million customers every year.

SITUATION.

TUI were in the late stages of a telephony platform and network upgrade across 5 contact centre and 600+ retail locations in the UK and Ireland.

Weeks from go-live confidence in the upgrade was low. TUI required guidance and support to prepare and complete prerequisites and parts of the business had expressed concerns with the compatibility of core reporting processes with the change in reporting engine included with the upgraded Avaya platform.

SOLUTION.

Grey Space were brought in with a broad remit to validate the Avaya components of the upgrade and tackle any points of friction preventing the project from progressing.

Working quickly to gather SMEs from key parts of the business, Grey Space worked to document TUI's use of the solution and identify business critical functionality for deep-dive validation prior to go-live. This open-ended approach led to a spectrum of services provided by Grey Space:

- Designed and led testing across multiple solution components and locations.
- Represented TUI as a SME during discussions with suppliers.
- Supported data rationalisation to determine licensing requirements.
- Triaged critical issues during go-live across multiple contact centres, presenting and supporting the implementation of solutions.

CONCLUSION.

Integrating seamlessly with the TUI project team, Grey Space brought extensive AVAYA knowledge and experience - opening the door to more in-depth planning and discussion between TUI business units and suppliers. These discussions led to a more robust approach involving improved validation and testing processes - highlighting and tackling high risk issues which increased confidence and buy-in across the business and reduced risk to go-live.

Crucial to the delivery was Grey Space's ability to move quickly in the face of often crushing timelines and evolving requirements, providing TUI with the flexibility needed to accomplish tasks critical to a large scale go-live, accurately and without delay.

"Great professionals to work with who are extremely knowledgeable about Avaya technology. Adaptable to customer needs, bring a thorough approach and their ability to deliver in short timeframes is second to none."

- Jennifer Barr, Contact Centre Project Manager