

Case Study: Hosted Voice

The Customer

A large East Coast financial organization came to Lightstream with a business initiative to support a new retail lending business.

The Problem

This required rapid deployment of voice and data services at dozens of the customer's recently-created, small locations across the nation. Additionally the business unit needed to integrate it into an existing corporate Avaya platform located at a secure data center in Atlanta. However, the business unit did not have the resources to implement a solution proposed by its hardware vendor, nor the time required to scope, design, purchase, implement, and integrate such a deployment.

The Solution

Lightstream's engineering staff identified a hosted voice provider with a track record of successful hybrid Avaya deployments, and with it they designed a readily available, scalable solution that integrated new, hosted VoIP services; existing Avaya IP; and a SIP trunk platform provided by two different SIP carriers. Lightstream delivered the solution to the customer ahead of schedule and under budget.