

CONSISTENT COMMUNICATION MODEL COMES TO MISYS HQ IN LONDON AFTER SUCCESS IN MANILA



Misys provides innovative, integrated solutions and services that set them apart as the leading application software and services provider to the financial services and healthcare industries. In

financial services they serve over 1,200 customers, including all of the world's top 50 banks. Over 6,000 Misys people serve customers in 120 countries delivering real and lasting value. Misys aspire to be the world's best application software and services company and they have put in place a detailed strategy to achieve this.

Part of their strategy is to align communications technology to the business' needs, issues and opportunities in order to deliver specific business outcomes. In the current economic environment Misys' plans for the future are built on having a strong foundation. They have locations dispersed across the globe, with the Middle East, Eastern European, Asian and Latin American businesses all growing at speed. The strategy is to continue to bring new products to market – particularly to upgrade its installed base across all locations. This high proportion of recurring revenue is a major difference between Misys and its competitors and a difference to Misys in the last downturn in the nineties. Another key part of the business strategy is to be pragmatic about how to manage the business. This involves tightening the operating discipline.

Misys realised early that by operating from a solid foundation, free of excess cost and uncontrollable elements, growth in this

economic environment can be achieved. Communication technology's alignment to this vision is integral for the company to continue to meet the demands of its strategy.



"Misys' Senior Leadership Team understand that to drive value from technology, its implementation must be aligned to the overall strategy of the business"

Jason Bolick, Head of Data & Voice Services
Misys



DELIVER SERVICE FOR MISYS

FOCUS

The Misys Voice & Data team was tasked with implementing a global help-desk for 60 users together with implementing IP Telephony for 650 users in Manila, Philippines. There was a deadline to get the solution running and with no existing telephony and no network infrastructure to support it, this was a very short timescale.

Being particularly capable in-house Misys had already designed the site according to their global standards. Misys were in need of a highly capable technology services partner who had the ability to deploy business communication systems across the globe and whose individuals and teams were fast and flexible. Within the three month deadline Touchbase had successfully implemented a Cisco Unified Communications Manager (UCM) for 650 users to replace their existing NEC system together with Cisco Unified Contact Center Express (UCCX) and Cybertech Voice Recorder for 60 agents for their Global Help Desk. During this time the relationship between Misys and Touchbase was consolidated so that when Misys sent out a tender request to six well known technology services companies to assess their ability to implement a solution for their new, state of the art, HQ in Paddington, London, Touchbase was in a strong position.

Misys selected Touchbase due to the confidence that it had full capability with modern communications technology and its alignment to specific business requirements. In this respect Cisco Master Unified Communications was an entry level requirement to work with Misys. They were also looking for a company with global coverage so that they could align closely with their focus on global consistency. Touchbase proved in the Manila project and the London project that they have the capability, flexibility and attitude to carry out global projects for Misys. To date Touchbase has also helped in the implementation of communication technology in Raleigh, USA. This Client Story will focus on the DELIVER Engagement for Misys in London.

"I have consistently had positive conversations with Touchbase people around the globe"

Jason Bolick, Head of Data & Voice Services
Misys

THE METHOD

Misys had already selected Cisco Unified CCX and Cisco UCM as their global standard technology. Touchbase worked with Misys to consolidate their designs for the solution.

The Touchbase PMP accredited Project Manager was responsible for the successful implementation of a communication environment that delivers exactly to expectation, with minimum impact to the client's business. A major focus was also to ensure that Misys fully embraced the solution through maximising user adoption.

The Touchbase Client Team Leader and the Project Manager controlled the stages within the DELIVER service - *Define, Detail, Develop, Deploy*. These are integral to a method that has been formulated throughout Touchbase's eighteen years experience implementing advanced communication systems. This method is based not only on meticulous planning and professional execution but is easily adaptable and flexible to meet changing client needs.

DELIVER Define

The Touchbase team took control to manage risks, issues and changes to the plan working closely with Misys Head of Data & Voice, Jason Bolick, and his team. The main goal was to get the foundation of IP Telephony and voicemail up and running for day 1 of the office opening with additional applications integrated into the company's way of communicating over the next six months -

- By scoping each detail of the project, how it was to be managed and the timescales involved
- By translating the business needs into clearly defined functional requirements of the communication environment
- By ensuring the technical environment the system will be deployed into is fully mapped and any changes necessary are identified

DELIVER Detail

The Touchbase Product Specialist (CCIE) together with other members of the Touchbase team, worked very closely with the Misys Data & Voice team to translate the conceptual design into a detailed design that pinpointed the value of each piece of functionality and its interconnection with the whole -

- By ensuring that any configurations that were required to support the strategy were highlighted before the system was built
- By specifying the purpose and need of each technology product and how it is linked to the whole
- By designing system tests to establish that the system worked as it should "technically"
- By collating the data pertaining to the end users of the communication environment
- By developing a fully agreed programme of steps necessary to get the organisation ready for the new system

DELIVER Develop

Prior to go-live members of the Touchbase team built, configured and tested the elements of the technology to align the physical infrastructure to the goals of the prior stages -

- By installing all hardware, testing this and loading all licensed software
- By configuring and customising the solution and testing this
- By ensuring the operational staff were comprehensively trained on administrative and operational tasks


DELIVER Deploy

In this stage the solution came together into a fully operating communication environment, ready to start delivering real business outcomes. The first stage completion meant that business had a solid platform from which to deliver business enhancing applications to each and every user over the following 6 months. By the end of January 2009, within the planned timescales, Misys' planned communication environment was fully operational -

- By testing that the users of the solution were capable of using it efficiently and effectively as agreed in the functional requirements
- By training the users to use the system and maximise its potential
- By making sure all the dependencies and resources were ready to perform the migration
- By ensuring that all the user data entered into the system was accurate and complete
- By migrating the system into production

TECHNOLOGY

The technology involved in this solution was implemented between the data centre in Central London and The Headquarters in Paddington. Misys now benefit from consistent collaboration tools across their locations enabled by the following technology:



FOUNDATION	COLLABORATION	MOBILITY	BUSINESS INTELLIGENCE
<p>Switching & Routing</p> <ul style="list-style-type: none"> • Cisco Catalyst Switches <p>IP Telephony</p> <ul style="list-style-type: none"> • Cisco Unified Workspace Licensing Pro x 850 • Cisco CallManager Servers x 5 • Cisco Unified Conferencing Stations, Cisco IP Phones and Cisco Unified Wireless IP Phones • Single Number Reach for all users <p>Interaction Management</p> <ul style="list-style-type: none"> • Arc Enterprise <p>Security</p> <ul style="list-style-type: none"> • Cisco Network Admission Control Appliance • Cisco Secure Access Control System 	<p>Unified Client</p> <ul style="list-style-type: none"> • Cisco Unified Personal Communicator for all users (with Presence) <p>Conferencing</p> <ul style="list-style-type: none"> • Cisco Meeting Place Express <p>Messaging</p> <ul style="list-style-type: none"> • Cisco Unity Unified for all users 	<p>Wireless</p> <ul style="list-style-type: none"> • Cisco Catalyst Wireless Controllers <p>Mobile Client</p> <ul style="list-style-type: none"> • Cisco Mobile Client for Mobile devices for defined users 	<p>Advanced Reporting</p> <ul style="list-style-type: none"> • Proteus Enterprise • Prognosis

“Touchbase has proved that Misys is heading in the right direction with a globally connected and centrally controlled communication environment”

Jason Bolick, Head of Data & Voice Services
Misys

PRINCIPLES ALIGNED TO MISYS



<p>COVERAGE</p> <p>Touchbase's first engagement was to implement a 60 seat Contact Centre and 650 person communication environment for Misys' Manila location. With the success of this Touchbase was chosen for the Misys headquarters implementation. Misys and Touchbase are working together on further projects to standardise their global communication.</p>	<p>CAPABILITY</p> <p>The Cisco Master Unified Communications accreditation was an entry level requirement to work with Misys to ensure that Misys' in-house capability could be consolidated and added to. In using Touchbase Misys mitigated the risk involved in such complex unified communication deployments.</p>	<p>CONSISTENCY</p> <p>Whether the project was implemented in Manila, Raleigh or London consistency was a key factor. Touchbase proved that its methodologies were firstly aligned to Misys global standards and secondly carried out consistently to ensure that each location could be easily managed centrally.</p>	<p>CULTURE</p> <p>The collaborative work ethic of the two companies created an environment in which the combined effectiveness of the team was brought to the fore.</p>	<p>CLIENTS</p> <p>Misys recognised the value of a partner that focuses on a specific type of client. This targeted approach allows Touchbase to execute projects quickly and excellently with attention to detail.</p>
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DELIVERING COMPETITIVE EDGE

"Our people are absolutely starting to see the value of the applications. This is driving significant business outcomes for Misys"

Jason Bolick, Head of Data & Voice Services
Misys

VISION

Communication plays an integral part in Misys' business strategy over the coming years. This strategy was paramount to the success of the solution. Jason Bolick states there is 'a great link up between the data & voice and executive teams to ensure there is a common goal'. Central control and alignment to future goals means that communication will be driving differentiation and transforming the people and customer experience. This was the basis of this investment decision. With the DELIVER Engagement complete, it is now through the OPTIMISE service that Misys can be assured their communications infrastructure aligns to strategy from the point of technology implementation onwards.

EXPERIENCE

Collaboration across many locations is vital for Misys. The communication technology Misys is now using helps teams transcend physical and organisational boundaries by providing collaborative workspaces for them to operate within. Members of the team can communicate with others at a time which suits them but without impacting the speed of decision making. Through Misys' ongoing Data & Voice strategy, to bring teams closer together through project based work, decision making is significantly quicker and more fluid. Giving the people of the company choice to communicate anytime, anyplace through a number of tools grants far greater flexibility and helps retain and attract the talent that creates a great organisation. Customers of Misys' market leading products & services benefit in a twofold way; they find it easier to connect to the right people and they benefit from the products and services brought more efficiently and effectively to market.

INTELLIGENCE

Modern communications technology has enabled Misys to streamline and improve the way that they operate which will drive significant and measurable gains in the efficiency of their operation. As a company of over 6000 people, with over 800 in London, this makes up the majority of ongoing fixed cost – the improvements in productivity will have a positive impact on profitability.

CONTROL

The Misys Data & Voice team are able to control the communication system from the location they choose to work from; as individuals and as teams. The Executive Team realise the importance of communication for the business and can control what tools are available or in use and can drive the business to embrace the benefits of the new tools. Moving forward, new technology initiatives can be easily integrated into the existing system to drive further improvement. Instead of operating a multitude of platforms and applications, risk in new solutions is diminished and waste is minimised. The centralised administration gives the Data & Voice team minimised cost of management as well as more effectively apportioned resource. The individuals in the business more control over how, when and why they are contacted.

COST

While the main focus of the system was not directly on cost saving but on consolidation, the cost of the solution will *'be saved over the next six months just by effectively utilising the applications in place'*, says Jason Bolick. A reduction is being seen in mobile phone costs and inter-office and inter-country telephone charge costs.

Touchbase exists to maximise the positive impact communication technology can have on a company's people, teams and customers.

We do this across the world through four defined services that are used by our clients depending on what unique needs, issues and opportunities they have.

The focus is always on giving our clients a competitive edge through their use of efficient and effective communication.

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TOUCHBASE: OPTIMISING BUSINESS COMMUNICATION