



A US banking organisation relies on Aura for exceptional voice performance and strategic advice on the best technology for its needs.

Responsive support for business-critical services

Keeping the lights on at the same time as planning for the future can be a major challenge. Managing legacy services so they continue to perform to a high standard while moving towards more future-proof technology, however, is essential in most organisations.

A regional US banking organisation needed much more robust support for its existing Avaya voice technology. Inadequate levels of performance were affecting the organisation, as vital calls were being interrupted, and its current provider regularly missed support SLAs.

The organisation decided to look for a provider that would operate more like a business partner. The right candidate needed the skillsets to fully and effectively support Avaya voice services, while providing advice about its future technology direction. It also needed a provider that could reliably offer a higher level of service, and could be much more responsive and proactive with identifying issues when they happened.

High performance
removes the headache of management

Business continuity
and resilience are at exceptional levels

Proactive monitoring
identifies many issues before they hit users

Industry-wide knowledge
for valuable advice on strategy and tech

Key challenges the organisation was facing



Performance

The support for Avaya voice services was inadequate and poor service quality was affecting users.



Service Levels

SLAs were consistently being missed and much more proactive support was needed.



Balance

The organisation needed its current technology to perform well while looking towards future technology strategies.



Partnership

A true partner was needed with the right expertise and skillset to provide effective support and advice.

A partner with the right skills and experience

By the time the banking organisation began to search for a new provider, Aura had already begun to build a relationship with it, and to demonstrate how it could be a strong partner.

After an RFP process, the bank chose to work with Aura due to its strong skillset and support capabilities, as well as the excellent first impression Aura's local engineers had made. The fact that engineers were available locally provided extra reassurance for the organisation.

Executive engagement during the RFP process, along with the consultancy and advice that Aura was willing to provide, demonstrated to the organisation how they would be valued as a customer.

Support that's one step ahead

Since 2021, Aura has been providing support for the organisation's Avaya voice systems across three locations and around 400 employees. A proactive monitoring platform identifies poor server health and creates a ticket with the support desk if there are issues. This is backed by a dedicated service delivery manager and monthly service review meetings.

Extra resilience has been built into the systems across the three sites, and regular business continuity testing makes sure that failover systems and backup lines are working as they should. Finally, engineering services support any moves, adds and changes that the organisation needs as it evolves and grows.

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Aura's strong skillset and ability to provide a broad support wrap, along with consultancy and advice, have helped the customer dramatically improve the quality of its voice services and move forward with its IT strategies with confidence.

Pre-emptive issue resolution and resilience

Aura's skillsets, local engineering presence and depth of expertise have dramatically improved the level of service that the organisation enjoys. Aura's proactive approach to service monitoring and 24/7 support mean that any issues are identified quickly, often before users are aware. Problems can then be addressed speedily, before they impact the business.

Business continuity measures also make sure that the organisation keeps running no matter what happens. Recently, the organisation reported a phone system failing during a multi-million-dollar trade deal, but the system failed over as intended. This meant the call didn't drop, and the issue was resolved within minutes.

Aura makes managing the organisation's voice systems much simpler, so the IT team has time to focus on more valuable projects. This level of service also improves the internal reputation of the IT team, as users can be much more confident that their voice services will work as they're intended to.

A broader view of the technology estate

Aura's expertise in helping customers to manage their legacy technology while moving in new technical directions allows it to provide the banking organisation with valuable strategic advice. This includes topics like moving from CAPEX to OPEX, bringing in different vendors, and migrating to cloud to support future business growth and agility.

About Aura

Aura is a global communications service provider. We support any collaboration tool, regardless of vendor, under one roof – globally.

Aura ONE is our unique approach to communications management. It offers one contract, one point of contact, one SLA and one invoice, across countries, vendors, and services, bringing simplicity and ease to your day-to-day communications management.



One contract - covering your end-to-end communications estate.



One point of contact - to mediate across vendors, engineers, departments.



One invoice - in the currency of your choice.



One SLA - globally, bringing consistency to your service across sites and countries.



Ready to save millions, too?

hello@weareaura.com