

Completing a Remote TCM Migration Across EMEA



BRIEF

A large global investment bank required a migration of their telephony systems across their London and Dublin sites. Techary were engaged to carry out a thorough review of users' line requirements to deliver specified group configurations which were translated for upload onto the new platform. The customer's requirements were to move all existing turret users onto new turret devices. The TCM Team, made up of 2 Techary employees, were tasked with migrating 150 users over 2 EMEA sites.

150
users

2
locations

SOLUTION

The team first analysed user data from the customer's then current system before designing team layouts and sending to users to review. Alongside an appraisal of team lines, key team contacts and, in certain cases, individual team members were also contacted in order to confirm their preferences and verify their recommended device type and speaker allocations. After liaising with team contacts to finalise configurations, TCM then translated these before working with IPC to load onto the relevant technology ahead of specified migration dates.

RESULT

Working alongside Toronto Dominion Securities Trader Voice and IPC engineers, TCM ensured all users were successfully migrated on time, against the logistically difficult backdrop of a global pandemic. Through effective communication and conscientiousness, the team was able to adapt in order to complete the entire scope of work remotely.



Support



Projects



Procurement



Resources

E: constellation@techary.com
W: techary.com