



collaborate

CASE STUDY

Improving UC resilience with IR

Chicony®

In partnership with **DiMAX**

Chicony is a transnational manufacturer of world-leading peripheral computer and video-imaging products, such as keyboards and cameras. Headquartered in Taiwan, they have manufacturing bases in Suzhou, Dongguan, and Chongqing in China, and in Europe, as well as branches in America and Asia.

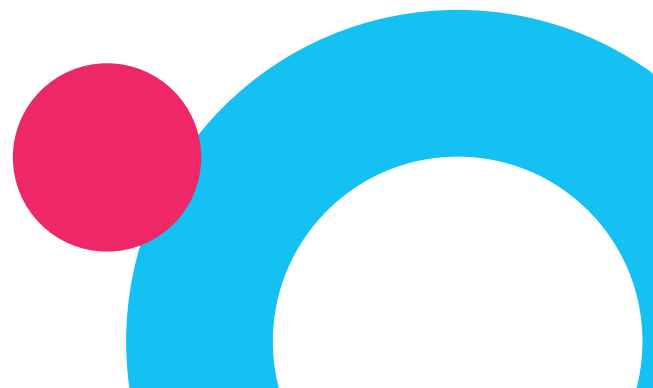
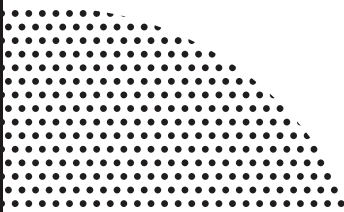
Clyde Shi, Senior Engineer at Chicony, explains how IR's solutions helped them gain better visibility into their environment to solve problems faster and improve user satisfaction.

THE PROBLEM

With over 2000 active endpoints across their operations, Chicony was struggling to effectively manage their Avaya unified communications (UC) environment and infrastructure.

They had no formal UC management tools in place to measure user experience and call quality. While their environment was generally performing well, when issues did arise, they were largely user-reported and took a long time to identify and troubleshoot.

Clyde and his team needed a way to be more proactive in handling their environment and improve cross-team collaboration, so they could reduce mean-time to resolution and stop repeat problems from occurring.





“Before when we had a reported issue, we had to dedicate a lot of resources to troubleshooting that specific problem. It wasn’t very efficient and couldn’t necessarily help us stop the problem from happening again – it caused the IT department a lot of stress.”

- Clyde

THE SOLUTION AND BENEFITS

Chicony deployed IR Collaborate to monitor their Avaya UC suite.

By providing end-to-end visibility across their entire UC ecosystems has helped Chicony address several challenges the team were facing.

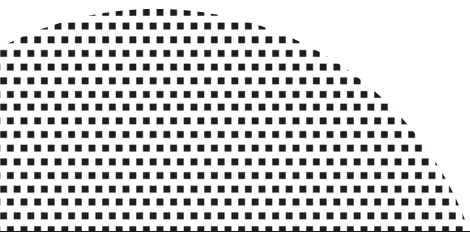
Detailed call quality and network data enabled a level of voice quality insights that had previously been inaccessible. Compiling real-time and historical data made it possible for the team to retrospectively troubleshoot, pinpoint where and why issues occurred, and prevent them from happening in the future.

This deep level of insight has also made it possible for the team to monitor external call quality, resolve network issues, and make more informed decisions in capacity planning.

Customized dashboards and reporting have made a big difference to their operations, enabling the team to see a centralized view of the data from across their environment, improve cross-team collaboration, streamline inventory management, and greatly improve productivity in their day-to-day tasks.

“IR’s solutions have saved us in both time and manpower,” Clyde continued. “We’ve been able to raise the overall standard of our UC operations, and significantly improve productivity and satisfaction.”

With the greater insight and capacity enabled by IR’s solutions, Clyde and his team have improved the resilience of Chicony’s UC systems, to deliver a better user experience and help ensure organizational success.



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