



## How did **Across Urssaf** automate Unified Communications admin to efficiently manage more than 15,000 users?

### 1. What were the challenges for Across Urssaf?

Across Urssaf's challenges were formalized in an RFP in 2017.

1. Unify its telephone infrastructure – Initially distributed among Alcatel-Lucent, Mitel, and Cisco – into a single technology.
2. Manage its 17,000 users.
3. Deploy new communications features. And do this all while optimizing operating costs.

One of the key items for Across-Urssaf was securely delegating telephony management to non-experts in each region while partitioning its various entities. These options are not natively available in the Cisco admin solution.

After analyzing different proposals, Across-Urssaf chose the NXO integrator with Cisco technology. To strengthen its value proposition, NXO integrated the Kurmi Unified Provisioning software solution to simplify Cisco's UC admin and meet the challenge of reducing Across-Urssaf's management costs. NXO and Kurmi Software positioned their offer, which fully met the needs expressed in the RFP.



A French social security and protection network that collects and distributes 500 billion euros.



**17,000**  
users



**200**  
administrators



*"With its intuitive admin interface, regional administrators can manage Cisco telephony simply and efficiently, to be more user-responsive"*



## 2. How is Acoess Urssaf's IT department organized?

There are three IT levels:

1. Regional
2. National
3. Center of expertise.

The most complex actions are reported to the national teams, which have more rights than the Regional Level. The center of expertise has global visibility on both the Kurmi admin tool and CUCM.

Kurmi Unified Provisioning has been deployed to address these different areas. With its intuitive admin interface, regional administrators can manage Cisco telephony simply and efficiently, to be more user-responsive.

## 3. How did the rollout work?

The rollout schedule was tied directly to internal financing at Acoess Urssaf, which did a phased release of the IT budget.

Rollout went region by region, starting with PACA. The different sites were equipped and trained over a period of two years.

Before installing and configuring the Kurmi software, Acoess Urssaf's teams focused on deploying the Cisco solution. Next, Kurmi trained the teams in all of the software's features in the lead-up to regional deployment.

It took four months to get from information-gathering and scoping to substation ordering and delivery to Kurmi's training and go-live. This process was repeated for each of the different regions.

*"To facilitate user creation, Acooss Urssaf relied on the service pack feature in Kurmi, defining service profiles easily to create users more efficiently"*

#### 4. How was Kurmi adopted by regional administrators?

Acooss Urssaf has been using Kurmi Unified Provisioning software to manage its Cisco suite for over two years now.

There are more than 200 administrators dedicated to telephony management. About 20 of them are national and about 10 are Level 3, mainly at the center of expertise.

The experts led two-day training sessions focused on how to create a phone [terminal, extension, handset] and user profile. Working from the templates (service packs) developed at the center of expertise, admins learned how to assign the different services to telephony users.

To facilitate user creation, Acooss Urssaf relied on the service pack feature in Kurmi, defining service profiles easily to create users more efficiently.

Two types of packs were created: a standard pack assigned to everyone, and a more advanced pack including single-number service and Jabber mobile.

Regional admins got hands-on training using the many case studies and operations performed directly in the Kurmi software. In addition, documents called "Tip Files" were produced by the center of expertise on different topics: how to create a telephone group or intercept group, or how to assign voicemail to a user.

The **210 administrators** were trained by advisors (two to three per region) who had themselves been trained by the center of expertise. The advisors then trained all the teams.

## 5. What kind of feedback has come in from regional administrators?

*"The software is easy to use"*

The feedback from regional admins is very positive. They say the software is easy to use. Most of the actions being taken are for new employees, retirements, or day-to-day management of changes in jobs, family status and/or family name, add-ons like voicemail or the Cisco Jabber softphone, and so on.

## 6. What about employees?

To free up regional admin from certain operations, Acoess Urssaf has given employees a portal they can use to perform certain actions themselves. This is Kurmi's self-service portal. They use it to take simple everyday actions on their own, like forwarding calls, changing passwords, or managing the single number available from Cisco.

Employees can also get support through Kurmi's self-service portal.

## 7. What are the next steps?

The merger with collection agents of the SSTI (formerly RSI *Régime Social des Indépendants* - Social Security for the Self-Employed) is under way. These agents are moving from Alcatel telephony to Cisco, and admin is also relying on Kurmi to manage its users.

An upgrade to CUCM 12.5 is on the Acoess Urssaf calendar in 2020. This will mean upgrading Kurmi to 7.x, bringing on a batch of new features and ergonomics to focus the application on user and admin experience.

