Intuit

Oracle Enterprise Operations Monitor Optimizes Service Quality for Multivendor IP Contact Center and UC Deployment

The maker of TurboTax, QuickBooks and Quicken uses Oracle Enterprise Operations Monitor to proactively manage its complex multivendor unified communications and contact center systems. The Oracle solution ensures high service quality and customer satisfaction for business-critical voice and video interactions.

Overview

Intuit Inc. is a leading provider of business and financial management solutions for consumers, small businesses and accounting professionals With a workforce of 7,700 employees and the industry's most widely recognized software brands and services, the company generated $4.2 billion in fiscal 2015.

Intuit's multivendor IP-based unified communications environment includes Cisco VoIP and video conferencing solutions, Interactive Intelligence IVR and contact center solutions, internally developed Web chat tools and AT&T SIP trunking services.

The company's IT organization relied on a variety of independent tools including Fluke Networks testing equipment and OPNET performance monitoring software to manage VoIP and IP video service quality. Identifying and resolving issues across systems and vendors was an inefficient, error prone, time-consuming process.

Intuit implemented Oracle Enterprise Operations Monitor (EOM) to streamline network monitoring and troubleshooting. EOM provides end-to-end visibility into IP communications flows, helping network administrators identify and resolve problems more quickly and efficiently—often before they are detected by end-users and customers.

Improving Customer Satisfaction

EOM helps Intuit improve the customer experience and reduce support costs. "With Oracle EOM we have shortened problem isolation and resolution times from days to hours or minutes," says James Rubio, EBS Technology Infrastructure Manager for Intuit. "Our contact center is critical to the success of our business. Oracle helps us optimize service quality and improve customer satisfaction. In fact, our mean customer satisfaction rating has increased by 20 points since we introduced the Oracle solution."

Rubio and team take advantage of EOM's dashboard and alarm features to proactively monitor network conditions. And the product's troubleshooting capabilities help the team efficiently identify and resolve issues across different UC systems and vendors. "With EOM we avoid finger pointing and vendor squabbles for faster problem resolution," explains Rubio.

"Oracle EOM helped us dramatically improve service quality and customer satisfaction across our multivendor IP contact center."

JAMES RUBIO
EBS TECHNOLOGY INFRASTRUCTURE
MANAGER
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ORACLE

Challenges

» Improve service quality in complex multivendor UC and IP contact center network

» Accelerate problem detection, isolation and resolution

» Eliminate manually intensive and error-prone troubleshooting tasks

» Reduce network support costs

Solution

» Oracle EOM provides end-to-end visibility into SIP signaling and RTP media streams

» Passive probes capture key performance indicators (KPIs) for all calls including mean opinion scores, R-Factor, packet loss, jitter and delay

» Intuitive graphical user interface centralizes and unifies monitoring and troubleshooting across diverse network elements and service providers

» KPI thresholds and alarms proactively notify administrators of service quality issues

Why Oracle?

Intuit's IT team sought a unified management solution to simplify troubleshooting and improve VoIP and IP video service quality. The team selected Oracle EOM after an extensive evaluation process involving a number of vendors. Intuit found the Oracle solution extremely easy to deploy, use and scale. The product's intuitive user interface and at-a-glance dashboards played a key role in the decision process— network administrators were able to take immediate advantage of EOM without any special product training.

 "We were able to use Enterprise Operations Monitor right out of the box," says Rubio, "That was probably the biggest driver for the deployment." The product's complete feature set was also instrumental. "It's really all about being proactive," explains Rubio. "The alarming and end-to-end troubleshooting tools help us identify and resolve issues before they impact our customers."

Oracle Enterprise Operations Monitor helped Intuit improve customer satisfaction while eliminating operations cost and complexity for its multivendor UC and IP contact center environment.

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