



Ernst & Young Customer Profile



EY's system and network requirements included:

- PC platform utilizing the latest industry standard technologies to support a broad array of enhanced voice applications and services while reducing costs.
- Technology capable of converting and transporting digital voice messages between disparate platforms to enable a seamless migration of 35,000 EY employees to a new platform without "flash cuts."
- User interface with the same look and feel of EY's previous VM platform to minimize user training and lost productivity while introducing a variety of new, higher value features.
- Flexible voice applications platform without global limitations such as networking, country certification and language barriers.

The Call

When Ernst & Young, one of the world's leading accounting, tax, and consulting firms, had outgrown their existing Voice Messaging (VM) platform and service provider, they developed an extensive list of requirements that would provide enhanced service to their clients and better support their growing worldwide business. Consistently recognized as a leader in deploying IT solutions for the nation's most technologically innovative corporations, EY was seeking a company with which to partner that could meet EY's growing voice applications requirements and provide the high level of service needed to maintain one of the firm's strategic technologies.

In summary, EY was looking for a complete outsourced service partner capable of providing the entire solution that would address their needs into the next millennium – a solution that would give EY the assurance that its increasingly mobile workforce would be able to stay connected and responsive to client needs from any point on the globe.

EY's service provider requirements included:

- Integrate disparate platforms and manage multiple vendors during the migration to a new platform.
- Anticipate EY's evolving requirements and respond quickly to change.
- Deliver highly reliable solutions and services on a global basis.
- Have a total commitment to client satisfaction supported by a business model and continuous improvement process that places client satisfaction first.



"Our vision at Ernst & Young was for a global networked platform hosting enhanced CT solutions to better support our clients in 2000 and beyond. Lyrix offered the customization and flexibility of software solutions, along with a menu of services that meet our dynamic requirements." John McCreadie, CIO, Ernst & Young LLP.

"Lyrix is very responsive to the needs of EY. They took the time to understand our business and joined forces with us to build a global solution that is both cost-effective and flexible, one that will reduce our operating expenses for voice messaging by about 25 percent." Colleen Lettieri, Project Manager, Ernst & Young LLP.



The Answer

To meet EY's requirements for a successful transition, Lyrix had to coordinate moves/adds/changes (MACs) from legacy to the new systems during off-peak periods. Messages were exchanged while resolving network protocol and voice file format issues. Lyrix modified the user interface for the new platform to speed up the transition and ease any retraining issues.

Lyrix built an industry-first digital bridge to enable seamless networking and instant messaging between new and legacy voice messaging platforms. The bridge converted over five million messages, which represented over 11 years of voice transmissions. Lyrix effectively integrated their administrative support processes with the previous provider for a smooth transition that enabled EY to migrate 35,000 domestic employees to the new system without affecting productivity. In addition, Lyrix deployed a new, more efficient list management architecture while preserving the accuracy of over 10,000 lists and tightly integrating with EY's own list management systems.

In addition to the technical requirements of this transition, the conversion required attentive service and accurate administration. Lyrix developed procedures for the coordination of MACs, reporting, monitoring, and Help Desks so that end users would experience a unified service.

Global Strategic Vendor

With the success of this transition, EY moved to build upon their investment. As the relationship between the two companies expanded, Lyrix was named a Global Strategic Vendor to extend and develop EY's voice services:

- Global VM network providing seamless worldwide messaging for up to ten million calls per month and supporting 50,000 employees with immediate, firm-wide name response confirmation and complete access to the online directory.
- PeopleFind®, a speech recognition-based technology, for helping callers to reach EY employees on the first call attempt and improving EY's ability to recover from physical disruptions.
- Corporate list management solution consolidating VM and email list management and integrating with EY's PeopleSoft® and Lotus Notes® databases.
- Customized corporate calling card program, a PeopleFind portal, designed to provide EY with carrier independence, reducing costs and better supporting the needs of the mobile employee.
- Completely out-sourced service and support program including network and system monitoring, help desk support, user administration and training, and more.

Equally important is that the Lyrix voice processing platform, a Linux-based Dell server, can easily host all of the voice services concurrently, while sharing resources, databases and networks. This approach simplifies the interface while effectively eliminating standalone solutions and driving down the cost.

Bottom Line

EY selected Lyrix as its strategic voice services provider because Lyrix provided EY with innovative, cost-effective solutions that are easily replicated at other locations around the world, and that ultimately integrate into their global communications plan.

About Ernst & Young

Ernst & Young LLP provides assurance and advisory business and tax services worldwide, through an organization of 110,000 employees operating in 700 cities and 140 countries. Ernst & Young provides a range of services, including accounting and auditing, tax reporting and operations, tax advisory, business risk services, technology and security risk services, transaction advisory, and human capital services.

About Lyrix

Lyrix is a leading provider of voice technologies, applications, and services to the Fortune 1000. Lyrix provides best-of-breed technologies from industry leaders, such as Cisco, Alcatel, and Nuance, and extends their capabilities through proprietary applications and services. Focused on the business benefits of technology, Lyrix applications and services help enterprises migrate to IP telephony, support their mobile workforces, provide flexible workplaces, be responsive to their customers, better collaborate as teams, and maintain communications through emergencies and disasters.