

akixi^{cx}

A Step-by-Step Guide to **Replacing Cisco Broadworks ECCR**



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Intro

The end of maintenance for Cisco Broadworks ECCR might seem like a minor inconvenience or even unimportant to many service providers. However, as we've explored in our recent series, the potential risks of not addressing ECCR EoM can be significant. Tackling this issue may seem daunting, but it's crucial for maintaining service quality and security.

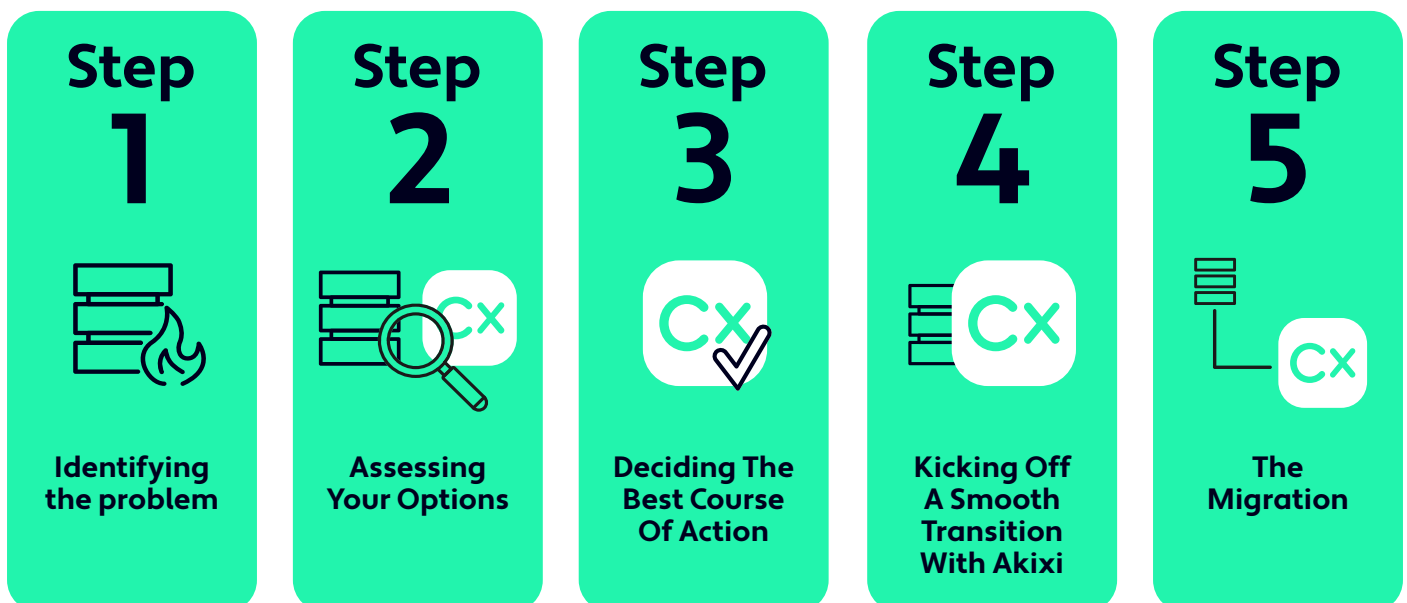
While replacing ECCR may require some effort, it presents a straightforward yet excellent opportunity for service providers to enhance contact center reporting capabilities within Broadworks for their end customers.

There are many benefits that can come with replacing ECCR, such as more secure solutions, an improved reputation in the market as a proactive service provider, and stronger trust with your customers as they see you as a provider that prioritizes their service quality and security.

The benefits by far outweigh the risks of doing nothing, and the transition to a new solution is much simpler than you may think...

That's why we've created this guide – to provide you with a step-by-step approach for assessing your options in addressing the ECCR EoM deadline, and how to achieve a simple and smooth transition to a new solution.

We hope this guide can help demonstrate how you could achieve a smooth and simple transition away from ECCR with minimal disruption to your services and customers:



Step 1

Identifying The Problem

Recognizing the importance of the ECCR EoM deadline is the first crucial step. This means **understanding the implications of continuing to use an unsupported system**, such as potential security vulnerabilities, loss of functionality, and the impact on customer satisfaction & loyalty.



By acknowledging these risks, you're already on your way to making a proactive decision to ensure the continued quality and security of your solutions. **Identifying the problem** sets the stage for evaluating your options and finding the best solution to meet your needs.

Step 2

Assessing Your Options

With the problem identified, the next step is to evaluate the various options available for replacing or upgrading ECCR. This involves considering the pros and cons of each potential replacement option, from doing nothing to building an in-house replacement, or opting for a third-party solution. We've outlined these options for you:

	PROS	CONS
Do nothing	<ul style="list-style-type: none"> No immediate strain on resources. No upfront costs. 	<ul style="list-style-type: none"> Significant security and revenue risks over time. Potential vulnerabilities as ECCR is no longer updated. Loss of expected reporting capabilities for customers. Loss of revenue and a damaged reputation.
Build your own replacement	<ul style="list-style-type: none"> Full control over the development process. Customisation to meet specific needs. 	<ul style="list-style-type: none"> Requires substantial time and resources. Not as simple as you may think. High costs and long development time. Exposure to risks during the interim period.
Turn to a 3rd party with an ECCR replacement	<ul style="list-style-type: none"> Low impact, low friction, and low risk. Minimal disruption with a smooth transition. Access to upgraded features and ongoing support. 	<ul style="list-style-type: none"> Dependence on a third-party provider. Uncertainty of capabilities and options Ongoing costs for third-party services.
Replace entire contact center solution	<ul style="list-style-type: none"> Potential for a fully integrated and modernised system. 	<ul style="list-style-type: none"> Loss of existing investments in Broadworks. High financial investment. Major disruptions for your customer base.
Build your own new contact center solution	<ul style="list-style-type: none"> Complete customisation and control. Potential for a unique competitive advantage. 	<ul style="list-style-type: none"> Massive undertaking with high costs. Significant resource demands. Potential service impacts on end customers.

Each option comes with its own set of advantages and challenges, but the key is to align your choice with your business goals, resource availability, and customer needs. This careful assessment sets the foundation for making a well-informed decision in the next steps.

Step 3

Deciding The Best Course Of Action

As you can see, there are a number of options available to you. To make the best decision you need to evaluate your options carefully.

Assess your current needs and future goals and how each option aligns with yours and your customers' needs. Consider the resources you have available, including budget, time, and technical expertise. Weigh the potential risks and benefits of each option, such as security vulnerabilities if you do nothing, or the high costs and resource demands of building an in-house solution.

Think about the impact on your customers. A seamless transition with minimal disruption is crucial for maintaining customer satisfaction. Research potential third-party vendors to ensure they have a strong reputation and a track record of reliability.

Finally, ensure that the chosen solution is scalable and flexible, capable of growing with your business and adapting to future needs. By carefully considering these factors, you can make an informed decision that balances immediate needs with long-term goals.

Why A 3rd Party Replacement May Be Your Best Option

Following the evaluation of your options, a third-party replacement could stand out as the most advantageous choice for several reasons:

1. **Resource Efficiency:** Third-party solutions save time and reduce costs compared to building in-house software or replacing Broadworks altogether. This means significantly less impact on your resources compared to your other options.
2. **Enhanced Security:** Third-party providers continuously update their solutions to address emerging security threats and ensure compliance with industry standards. This reduces the risk of vulnerabilities and enhances the overall security of your systems.
3. **Seamless Transition:** Third-party replacements are designed to integrate smoothly with your existing systems, ensuring minimal disruption to your services and customers. This helps maintain high levels of customer satisfaction and loyalty.
4. **Scalability and Flexibility:** These solutions are built to scale with your business, offering the flexibility to adapt to future needs. This ensures that you remain competitive and capable of integrating new features and technologies as they become available.
5. **Vendor Support and Reliability:** Established third-party vendors provide robust support services, including technical assistance, regular updates, and maintenance. This ensures that any issues are promptly addressed, minimizing downtime and operational disruptions.

By choosing a third-party replacement, service providers can achieve a secure, efficient, and scalable solution that meets their current needs and supports future growth. This option not only addresses the immediate challenge of ECCR's end of maintenance but also positions you for long-term success and continued customer satisfaction.

Step 4

Kicking Off A Smooth Transition With Akixi

If you decide a third-party replacement is your best option, Akixi is here to help you transition away from ECCR with ease.

We are committed to making this transition as smooth as possible for you. Our ECCR replacement process is designed for service providers to be:



Low Friction

We handle the heavy lifting with our managed migration programme.



Low Impact

We support you every step of the way with our tried and tested migration process.



Low Risk

Our solution offers like-for-like reporting, a similar UX and the ability to white label meaning there is minimal disruption.

You can read about our simple transition process and the benefits in a recent case study.

Step 5

The Migration

Day 1 - Planning the Migration

After signing your agreement, all you need to do is provide us with a spreadsheet of your customers, and we'll handle the rest. Our aim is to minimize the burden on your team, making the transition to our ECCR replacement as seamless as possible for you and your customers.

Day 2 - Implementation

We'll complete the replacement process with minimal disruption. Your end users will follow the same workflow to access their new reports from the Akixi portal, eliminating any need for retraining and ensuring a seamless experience from day one.

Day 4 - Moving Forward

The ECCR headache will be a distant memory. With Akixi's solution in place, you'll have better services for your customers and more opportunities to provide enhanced offerings as they see the possibilities of their upgraded reporting capabilities.

Day 3 - Realizing Potential

Your customers will quickly see the benefits of the new Akixi replacement, with enhanced reporting capabilities and insights that improve their overall experience and how they manage their day-to-day activities.

Conclusion

By choosing Akixi, you're not just getting a replacement solution; you're gaining a partner dedicated to making this transition as easy and beneficial as possible. We're here to support you every step of the way, ensuring a smooth and simple migration with minimal impact on your resources.

We can help you move over to a new solution in a matter of days and offer discounted prices for your existing ECCR customers.

**Contact us
today to begin
your seamless
transition.**

Get in touch

You can find out more at www.akixi.com

or contact our team who will be happy to help:

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