CNP CloudStart

Have you been led to believe implementing a cloud-based telephone solution is easy and magical — simply "sign and drive"? This plug-and-play mindset can be very misleading.

By empowering your employees to be more efficient and drive a better customer experience, cloud voice and collaboration solutions are great options for many companies today. With a focus on the mobile workforce, ease of administration, and a smaller IT footprint — UCaaS should be considered when upgrading your systems. So...where's the problem?

Cloud providers typically look to the customer to do most of the work. A robust communications and collaboration solution must be carefully matched to business requirements. This requires careful planning and design, detailed coordination for deployment, user training, and clear support expectations.

Why CloudStart Services from CNP?

- CNP Technologies has helped clients design, build, implement, and support critical telephony and contact center infrastructure for 20 years

- CNP CloudStart ensures an efficient and successful path to the cloud

- CNP's proven process, methodology, and project management approach

- Unmatched engineering and project management team experience

- 750+ successful customer implementations

Project management and coordination
The CNP project engineer will work in concert with the manufacturer to ensure that the project proceeds according to schedule and manage communication among all parties. This includes project planning and assigning responsibilities.

Call routing design and planning
CNP will meet with customer to discuss key business processes and structure to determine the call routing requirements for the system.

Site survey and preparation
The CNP project engineer will visit the site and work with the customer to make sure that all prerequisite steps are completed before the installation takes place.

Solution design sessions
Design to customer specific requirements including call flow, database and call center integration, and customization options.

Equipment arrival and deployment
Complete installation integration and testing of the system will be performed by CNP engineers. Phone system set up will be validated and tested in preparation for customer acceptance.

End user training
CNP Technologies will deliver on-site or web-based instruction classes to educate customer's staff in order to make certain the benefits of the system are understood and the transition to production goes smoothly.

Cutover/first day live support
A CNP project engineer and team will manage the first day of live operation at the customer site.

Post implementation review and evaluation
CNP will perform a post implementation review and evaluation immediately following the cutover with both Mitel and the customer to ensure the system is operating as planned.

Customer satisfaction survey
Within 30 days of first day live, a CNP customer support manager will follow up to ensure satisfaction and understanding of ongoing support procedures.