



World class, end-to-end decommissioning of your contact centre.

1. ACD/Switch
2. Call Recording
3. CTI
4. Databases
5. IVR
6. Speech recognition
7. Wall boards
8. Cables etc

Aspect

Avaya

Cisco

Genesys

Nice

Nortel

Nuance

Eckoh provides world class third party support for contact centre equipment and extends the life of key systems well beyond the manufacturers support.

But there is a limit. Eventually, there will come a time when you have to change technology and remove old infrastructure, especially as space is at a premium.

Contact centres are extremely complex to manage, due to the volume and variety of technology used in its daily operation.

From the networking and communication equipment, through power, storage, racks, cabling, etc, the task of contact centre decommissioning is far from trivial.

Decommissioning can be costly, time consuming and inconvenient. It can interfere with "business as usual" activities, and even delay new projects.

There are regulations to be considered for health and safety risks, environmental legislation, and other complexities.

Eckoh are familiar with all aspects of this process, and our experience of numerous decommissioning projects can ensure that your requirements are met quickly, smoothly and cost-effectively.

Eckoh offers an end-to-end service including consultancy, planning, technical expertise, on-site resources, security, logistics, disposal, and certification.

Scope

Providing services across the contact centre and beyond, Eckoh is able to assist with the shut-down, removal and disposal of a wide range of technologies. This table lists some of the systems and vendors for which Eckoh can provide decommissioning services.

Engagement

Eckoh will provide a dedicated Project Manager as a single point of contact for each decommissioning programme. Eckoh takes responsibility for end-to-end management of project deliverables and resources.

Experienced Eckoh onsite resources will perform decommissioning either in-hours or out-of-hours as required.

Eckoh will work alongside or manage other contractors according to a customer's requirements.

Disposal Services

Eckoh is able to meet all legal and regulatory requirements for disposal of hardware and data:

- Decommissioning and disposal work in accordance with the EU Waste Electrical & Electronic Directive (WEEE) and with Environment Agency standards for transportation, storage, processing and treatment of IT hardware
- Disposal using an Authorised Treatment Facility (ATF) & Approved Authorised treatment facility (AATF) where appropriate
- Disposal of hazardous material such as batteries
- Secure deletion or destruction of data on electro-magnetic, optical or other computer related storage media including by the following methods: DOD7, MOD, Crush, Mwave, Shred
- Evidence of disposal (WEEE certificates and HDD wiping/ destruction certificates) can be provided if required.

Methodology

While every project is different, a typical engagement involves the following steps:

Prior to Decommissioning

- Requirements gathering from customer stakeholders Site surveys/audits to assess scope and confirm details of access
- Production of method statements/RFCs as required
- Detailed project plan
- Consideration and adherence to Health & Safety legislation and customer's own processes and procedures for access, sign-off and any other requirements.

On Site Activities

- Shut down software and servers if needed
- Trace all cables back to first demarcation point and disconnect
- Disconnect internal cabling e.g. between cabinets
- Roll and remove all cables from site
- Remove and secure data storage media for disposal if required
- Identify any components to be relocated/ repurposed, and handle separately
- Take up and reinstate floor tiles as needed
- Remove hardware from server rooms using pump trucks and stair walkers if required

- Create inventory of decommissioned equipment to provide an audit trail (e.g. asset tag information, serial numbers, product descriptions & quantities)
- Remove all components from site using suitable transportation with tail lift

Disconnecting mains power is normally a customer responsibility, but can be provided as an additional service.

Eckoh aims to exceed your expectations at every stage. We pride ourselves on our professionalism and flexibility. We can provide references on request.

