



Customer Case Study

ComRes Telecom automates backup and FTP transfers

CASE HIGHLIGHTS

Profiled Organization: **ComRes Telecom**

Challenge: Collecting and consolidating data from multiple client phone systems and uploading the data onto an FTP server for backup.

Solution: Using Automation Anywhere's SMART data backup features, using the 'exe' capability and the email notification options; ComRes was able to automate the process of backing up client phone databases by uploading the data onto an FTP server.

Benefits: Automation Anywhere has enabled ComRes to save time and money, increase efficiencies and reduce errors by automating their backup processes.

CASE IN POINT

Background: ComRes Telecom is a telecommunications provider based in South Florida. They provide both service and equipment for IP telephone systems to their worldwide customers. They sell, install and maintain telecommunications systems, as well as low voltage voice and data cabling. They also sell local telephone service, long distance service, high-speed Internet Access and Voice over IP (VoIP) services.

- ❖ Logging into multiple client phone systems
- ❖ Collecting and collating a vast amount of information like speed dial settings, mailboxes, passwords, etc., from each of these complex phone systems. Each system could have 50 to 100 different settings.
- ❖ Securely uploading these files onto an FTP server for backup purposes

BUSINESS ISSUE

As a part of its service, ComRes manages its clients' telecommunication systems. They recently started offering system backup as an add-on to their clients. This involved backing up client phone system configurations by downloading configuration details and maintaining that data on FTP servers for future usage. As they sell multiple brands of telecommunication systems like Mitel, Avaya and Iwatsu, the process of backing up data was complex, tedious and time-consuming.

The process of backing up data included:

ComRes manages over 70 different clients. They estimated at least 15 minutes to manually backup each phone system. This translated into over 6 hours of work time.

Chris White, COO of ComRes Inc., was looking for a user-friendly solution that would reduce the time and cost requirement of ComRes' backup service.

SOLUTION

Every customer has a unique IP address. Automation Anywhere provided the ability to record several individual tasks, one for every IP

address, each of which logs into individual client systems, obtains the data from their database and uploads it onto an FTP server. Then using the 'Exe' feature they were able to run these tasks on separate client machines to obtain the data automatically at regular intervals. Using Automation Anywhere's task chaining or workflow feature, they were able to chain over 100 separate tasks in order to create a seamless backup system for all their clients, no matter which telecommunication system they used.



"Using Automation Anywhere, I have created about 300 tasks and about 150 executables using the Create EXE feature of Automation Anywhere Premier. Within 2-3 minutes I can create a new task for a new customer."

- Chris White, COO, ComRes, Inc.

Sometimes data download from various client systems runs into problems, for various reasons, like lack of Internet connection or server connection issues. The 'Email notification' feature in Automation Anywhere allowed ComRes to monitor the success or failure of

each individual task, thereby giving them the ability to isolate and fix any task that did not complete its requirements.

BENEFITS

Using Automation Anywhere, ComRes was able to automate a significant part of its backup service resulting in great cost and time savings. It has also reduced human errors that arise out of doing repetitive tasks.

In the event of a system failing, to manually reset all the phone configurations takes approximately 3 days. By introducing this routine backup service, they were able to reset a phone system in a few minutes.

Realizing the full potential of Automation Anywhere, ComRes continues to find various other processes that it could automate and leverage the benefits of doing so.

"Extremely responsive and helpful. I always got my questions answered."

- Chris White – COO, Comres, Inc.

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