



The University of Warwick
Case Study



Occam's ETS provides clarity & ensures system stability



University uses ETS for load testing and monitoring of telephony systems

INDUSTRY

Education -
Warwick University

PROFILE

World-leading University
with the highest academic
and research standards,
consistently ranking as
one of the world's greatest
universities

CHALLENGE

Ensure contact center
environment continued to
operate as expected under
sustained pressure and
provide proactive, on-going
monitoring of entire system

SOLUTION

Occam Networks Enterprise
Testing Suite (ETS)
Specifically:
Capacity
Testing
Monitoring

BENEFITS

Simultaneous automated call
traffic replicating peak traffic
conditions

Accurate identification
of points
of failure within
the infrastructure

THE CUSTOMER

The University of Warwick is a world-leading university with the highest academic and research standards. Warwick consistently ranks as one of the world's top universities, attracting interest thousands of from prospective students going through the UCAS Clearing process. To field this interest in a timely manner, it's vital that Warwick's call center is capable of providing efficient and reliable service during this busy time. Following the installation of a new telephony system, ETS helped Warwick to meet the challenge and ensure everything ran smoothly for Clearing 2017



The Challenge

"Once a year, we have the A-Level exam results which can lead students into UCAS Clearing. Once it starts, students call us to ask if they could potentially be accepted onto one of our available courses," said Malcolm Days, Head of Infrastructure Services.

Although the University of Warwick typically has a relatively low number of places available through Clearing, the demand for these spots is often very high, making the efficient handling of inbound calls vitally important to the individuals involved, and for the reputation of the University as well.

"It's very important that the people who are enquiring get to talk to someone as quickly as possible," explains Days. "It can be a very stressful time for the students; they've got to go through a process that can be quite rigorous when they only have a set period of time to make a choice that could affect their education and future career. We have to ensure that we don't add to their anxieties and that our systems operate efficiently for everyone involved."



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Setup and configuration of the software was straightforward and within a few minutes we were able to build and run exactly the type of test we wanted. It was perfect.

Malcolm Days, Head of Infrastructure Services

The Solution

Since clearing in 2016 under Days' management, the University of Warwick transitioned to a new telephony provider, installed new SIP trunks and deployed a new internal phone system.

As the University approached Clearing in 2017, they realized that the new system would need to be stress-tested to ensure its various components would support the increased call traffic during the clearing period.

According to Days says: "We knew we had a one-off event coming when we were suddenly going to be hit with call traffic hundreds of times higher than our normal levels. We knew it had to work and wanted to know, how could we test that?"

Finding the right partner. After searching for available solutions, Days discovered Occam, with the company's ETS appearing to represent the perfect solution. A truly cloud-based solution, the deployment of ETS would not require extra infrastructure or investments – which would have been prohibitively expensive, especially considering the limited duration of the University's particular use case.

Why it works for us. "We use ETS to essentially say 'place X calls' to these numbers and we can then watch the calls arrive. We see them get answered by our systems while ETS automatically checks they receive the correct messages and the calls go into the appropriate queues. That's really the only way we could get the reassurance we needed that all the components were going to work as we expected them to," explains Days



No additional hardware or infrastructure changes

Pay-as-you-go commercial model Ease of use



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ETS provided the reassurance we needed that all the components were going to work as we expected them to.

Malcolm Days, Head of Infrastructure Services

The Benefit

For Days, the obvious benefits of the Occam solution were two-fold. First, the “pay as you go” payment model which required no upfront investment in hardware, no highly priced consultancy fees and no setup charges. Second, the solution’s extreme ease-of-use emerged as a strong benefit as well.

As a cross-platform, browser-based automated testing tool, the Occam solution has been designed for optimal user- friendliness allowing even non-technical staff can design, create and launch tailored tests.



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I would definitely recommend Occam’s ETS to other universities as a great way of tackling the problem we all face in handling this highly important, annual event.

Malcolm Days, Head of Infrastructure Services

“It is all done through a web portal,” said Days., “Once we had access, it was easy to go through the portal and set up exactly the type of test we wanted. We could start the test, observe it running to see how the systems performed and make any necessary changes. I even ran some tests from my iPad so I could go and stand next to the agents and trigger the test and see the process from every angle. It was perfect.”

The tests revealed how the individual components of the new system would work with the full load and whether the system was configured in the best way.

“This highlighted our bottlenecks,” says Days, “allowing us to make changes to the technical configuration, based on the ETS results, to improve the call flow. We were then able to quickly run another test to ratify that the changes had the desired effect.”

Perhaps the most important benefit that Occam’s ETS delivered for Days and his team, however, was peace of mind.

ABOUT OCCAM

Occam Networks delivers automated testing, analysis and anti-fraud solutions to telecoms operators, enterprise customers and contact centers worldwide.

Providing easy to use software, coupled with support and insight from top industry experts and influencers, Occam Networks is one of the leading automated testing and anti-fraud providers globally.

Our solutions are designed to remove the complexity of testing and analysis and present customers with the key information they need in a simple, straightforward format, whenever and wherever they need it.