

Case Study: eBay UK Ltd

Sector: Enterprise Internet Retail

Solution: Avaya Communication Manager (ACM)



About eBay UK Ltd:

eBay UK was launched in October 1999 following the success of eBay.com in the US. Now recognised as the UK's number one trading site eBay UK has over 15 million registered users. With as many as 10 million items listed at any one time in over 13,000 categories eBay UK continues to see increased growth offering a niche and unrivalled service to its customers.

Solution and service provided:

Sabre Telecom was requested to provide an AVAYA Communication Manager Migration solution at eBay UK's headquarters in Richmond Riverside, London. eBay UK were looking to expand operations within the same building and re-locate an additional part of the business to a neighbouring office.

The project scope was to migrate the existing Avaya Solution to the latest server and gateway architecture with minimal downtime to eBay's communications. At the same time dark fibre was installed to connect the two buildings in order to provide an enterprise survivable server for disaster recovery and business continuity.

Sabre designed, supplied and installed the AVAYA media server solution including the Cajun networking which catered for additional G650 gateways as required.



Business benefits:

The Avaya Communication Manager solution has enabled eBay UK to benefit from features including Call Routing, Call Logging and Conference Calling.

One major enhancement to eBay UK's operation is the Enterprise Survivable Server (ESS), this is a back up facility to ensure operations are not interrupted should an outage or system failover occur.

What eBay said about Sabre Telecom:

"The installation was based in a large office environment extending throughout the whole building with support for more than 300 users. The works were carried out in a timely manner and within the schedule specified in the project scope".

"Since the installation Sabre has continued to provide ongoing maintenance and support with the AVAYA system enjoying 100% uptime".

Andreas Hentze
European Telecoms Manager