WE CONNECT PEOPLE
ALL OVER THE WORLD.

west

CONNECTIONS

5B
automated interactions

450M
9-1-1 transactions

143M
conference calls facilitated

32
languages in operator-assisted conferencing

250+
hosted contact center customers

99%
of the world's countries supported

7.5B
multichannel messages delivered or received

219K
IP PBX users globally

65M+
unique lives touched each month by voice & text

29B
conferencing minutes hosted

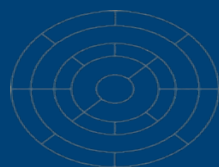**271M**
telephone numbers managed

6X LEADER
Gartner UCaaS Magic Quadrant

#1
Cisco collaboration solutions provider in the world

GOLD
Microsoft Communications partner

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Our Digital Transformation

Colin Burke
Senior Product Manager

Dan Linder
Enterprise System Engineer

Our Digital Transformation

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Our Journey:

- Challenge
- Solution - Cloud Native Platform
- Journey
- Partners

Our Challenge

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West's Challenge

We had a need and a desire as an organization to transform and build a cloud native platform that would allow us to overcome the challenges we faced.

Over 500 Applications

500+ applications spread across multiple verticals. A diverse Portfolio.

Fragmented Tool Set

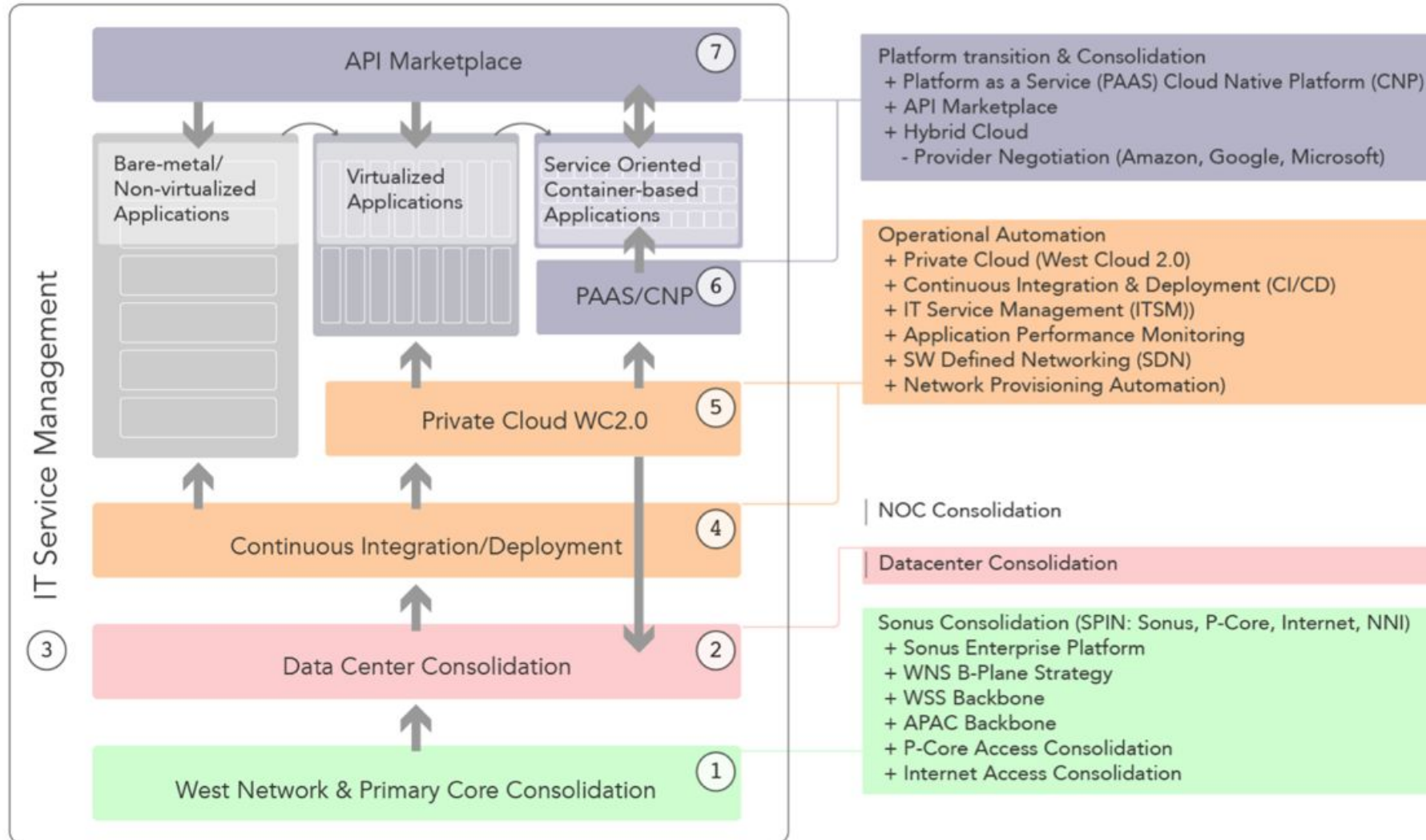A desire and a need to consolidate tools within the organization.

Cost of Change

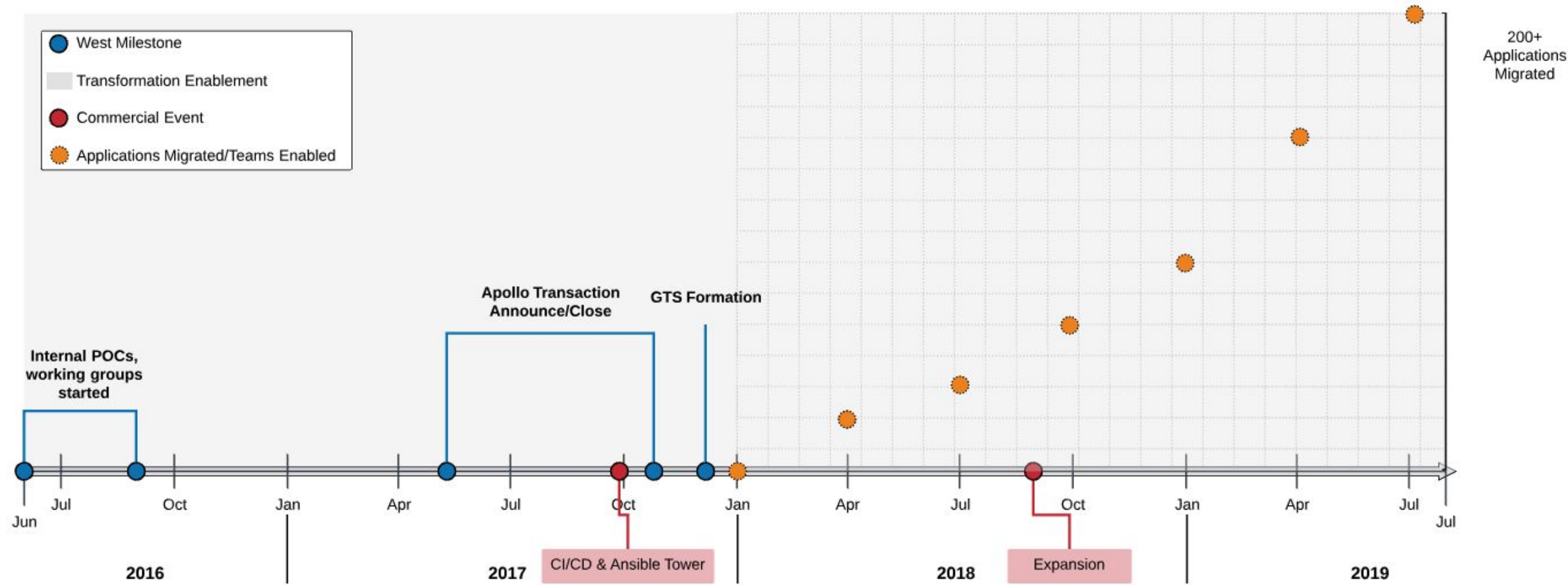Change was slow and labor intensive. Delivery Frequency suffered.

Quality

We had a need to drive quality up and increase stability across our products.

Our Solution – A Cloud Native Platform

Our Journey - A Timeline

Our Journey - Wins

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Brownfield Systems & Source Control

Tower, Jenkins & Artifactory

Full CI/CD Stack & Cloud Ready

Our Journey - Lessons

Start Small

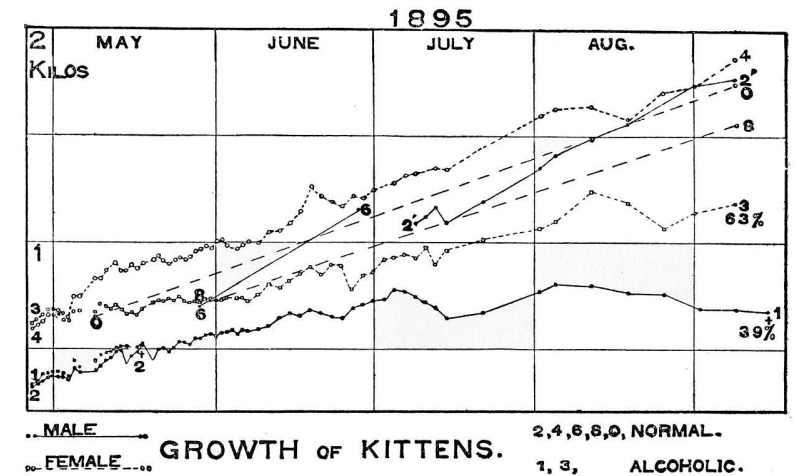
Communicate

Advertise

↓

Chat

↓

Convene

↓

Publicize

↓

Confabulate

Measure & Compare

1895

MAY   JUNE   JULY   AUG.

2 Kilos

..MALE _____→

..FEMALE ....○....

GROWTH OF KITTENS.

2,4,6,8,0, NORMAL.
1, 3,   ALCOHOLIC.

63%

39%
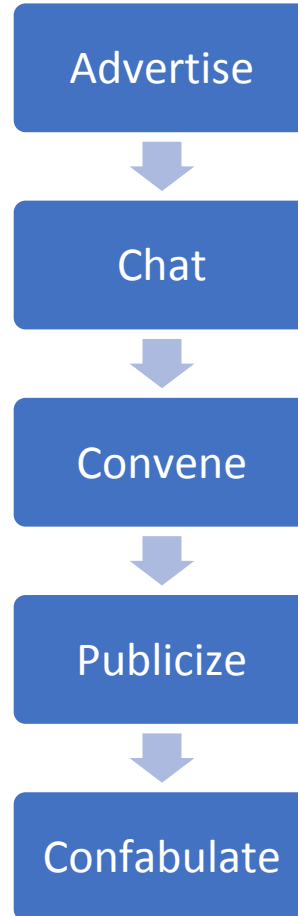
Our Journey - Value

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West Customer Value: Building a resilient ecosystem ensuring quality of service throughout solution delivery

SPEED
- Self-Service AppDev
- "Just Push" apps
- Microservices
- Self Healing Apps
- Unified apps Metrics & Logs
- CD Pipelines
- Blue/Green

STABILITY
- Self-Services Ops
- Self Healing Platform
- Multi-cloud
- Root cause
- Multi-tenancy
- Unified Platform
- Services Insights
- HA/DR

SCALABILITY
- 0 Downtime
  - Apps
  - Platform upgrades
- Elastic and auto scaling
- Resource Utilization
- Battle-Tested

SECURITY
- R – Repair
- R – Repave
- R – Rotate
- Public Cloud Ready
- Data Encryption
- Certifications

SAVINGS
- Operational Efficiency
- Developer Productivity
- Infra consolidation
- Middleware Takeout
- OS Takeout

100% ↑
Application Releases

100%
Tool Availability

0%
Application Downtime

80% ↓
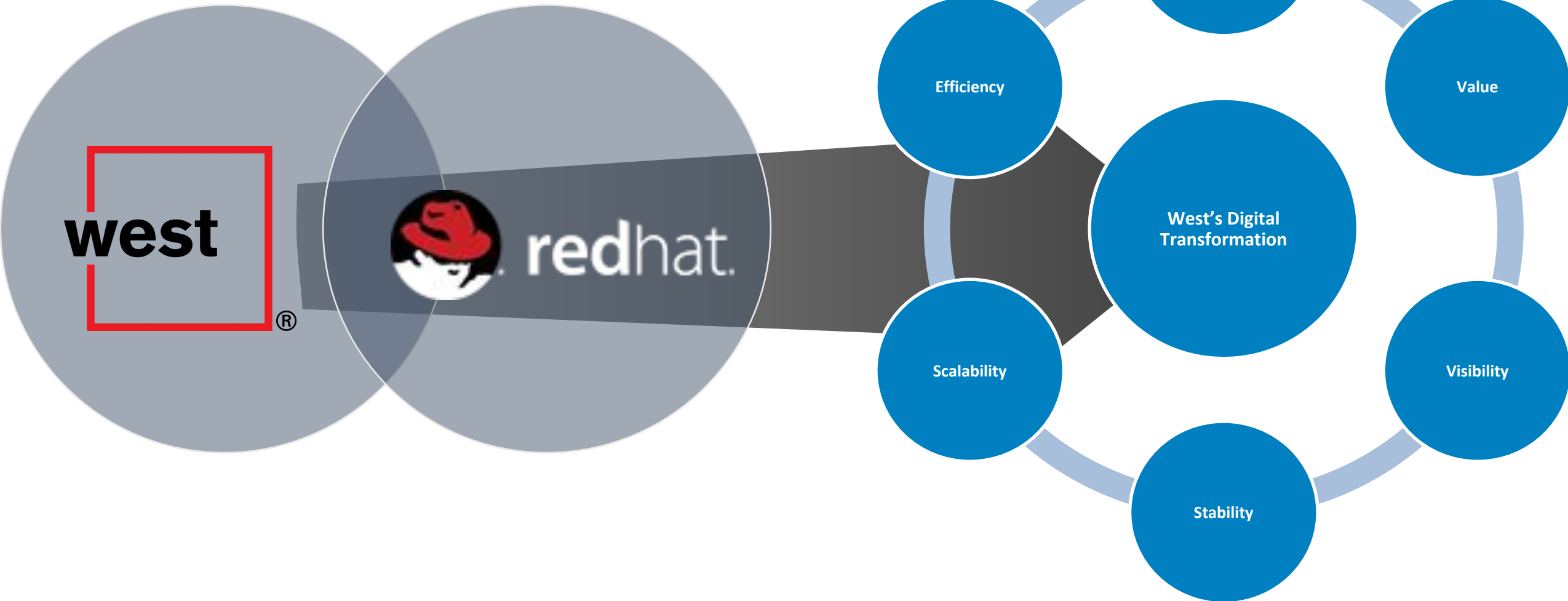Sev 1 Vulnerabilities

90% ↓
Effort Per Release

Our Journey - Value

West Internal Value: Using cloud native architecture to upgrade legacy platforms – efficient, scalable, stable and repeatable

FROM

development

operations

PLAN | CODE | BUILD | TEST | RELEASE | DEPLOY | OPERATE | MONITOR | SCALE

PROVISION | INSTALL | CONFIGURE

TO

devops

cloud native platform as a service
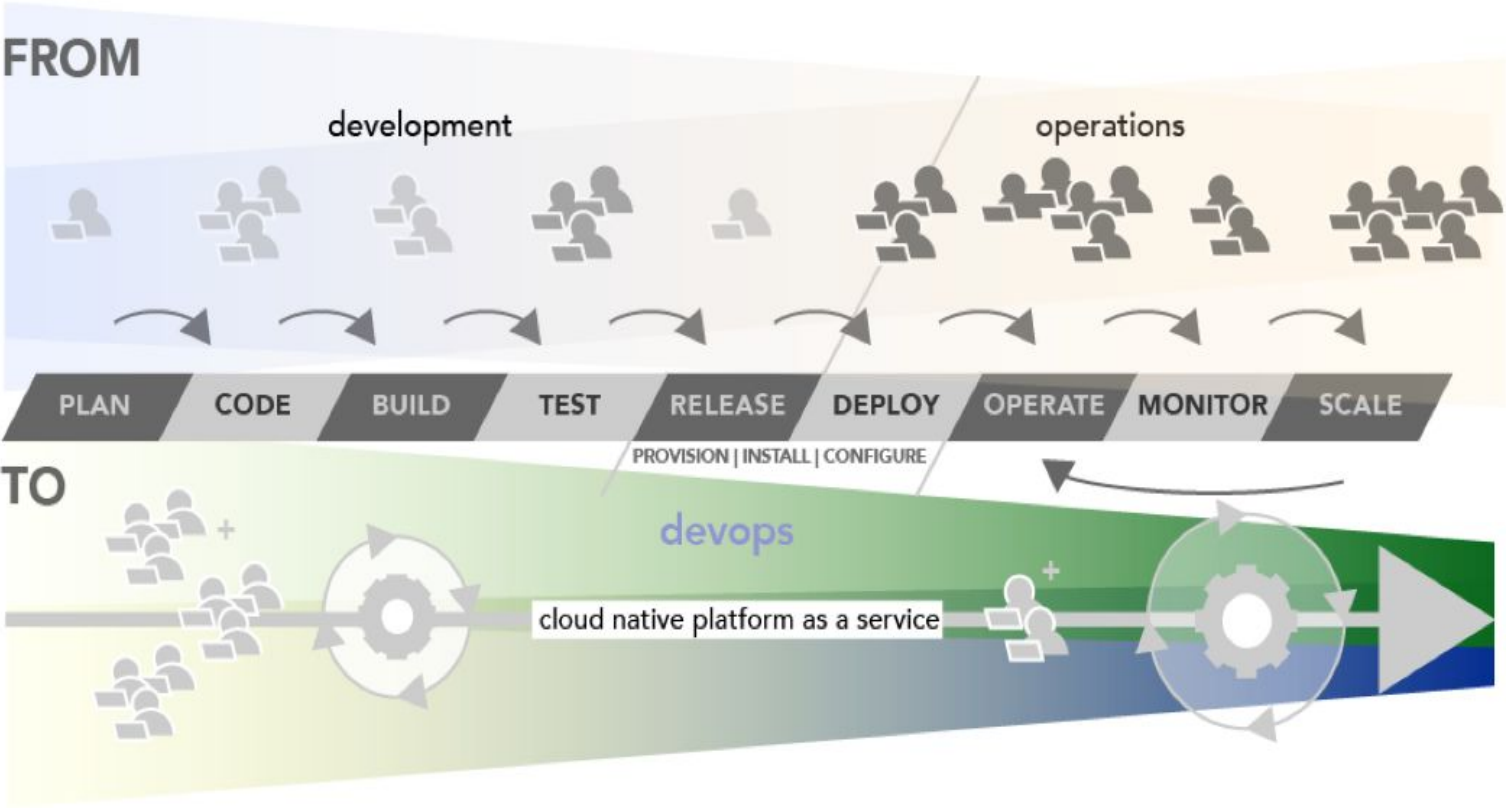
- Labor intensive in operations
- Low velocity of product changes
- Limited scalability
- Low platform resilience
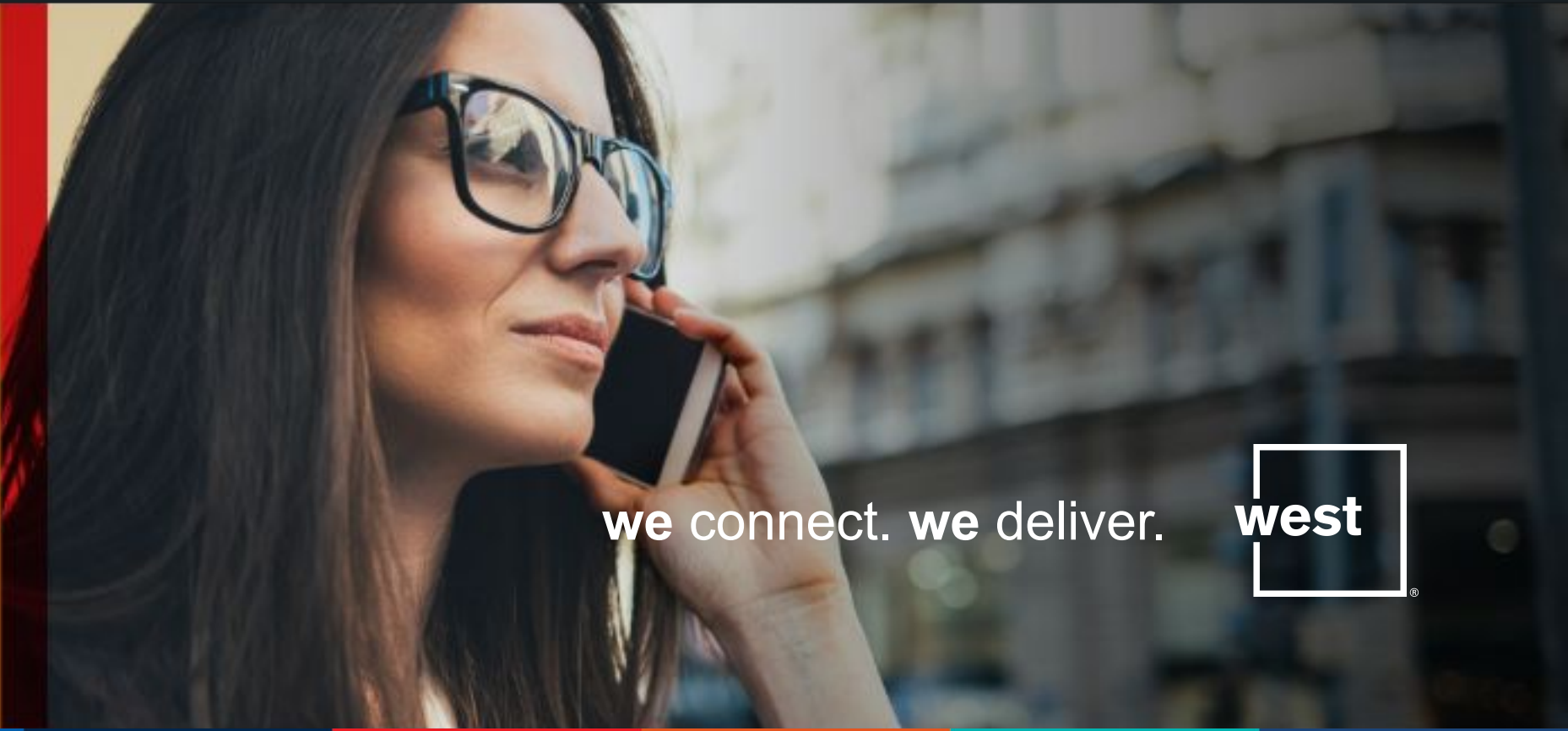
+ Primary focus is value creation
+ High velocity of App Releases
+ Auto provision, scale, resilient
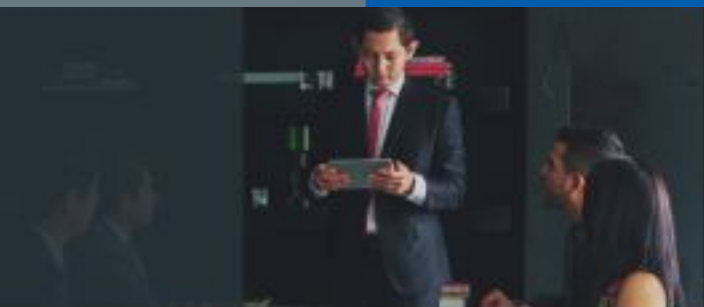+ Zero down-time

Our Partnerships in Digital Transformation

Q&A

we connect. we deliver.

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Thank You