WE CONNECT PEOPLE ALL OVER THE WORLD.
### 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

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**6X LEADER**
- Gartner UCaaS Magic Quadrant

**#1**
- Cisco collaboration solutions provider in the world

**GOLD**
- Microsoft Communications partner
Our Digital Transformation

Colin Burke
Senior Product Manager

Dan Linder
Enterprise System Engineer
Our Digital Transformation

Our Journey:

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

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.

Cost of Change

Change was slow and labor intensive. Delivery Frequency suffered.

Fragmented Tool Set

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

Quality

We had a need to drive quality up and increase stability across our products.
Our Journey - A Timeline
Our Journey - Wins

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
IT'S DANGEROUS TO GO ALONE! TAKE THIS.
Our Journey - Value

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

- 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

West’s Digital Transformation

- Velocity
- Value
- Visibility
- Stability
- Scalability
- Efficiency
we connect. we deliver.

Thank You