

Delivering a 'New Way of Working' for a Leading Food Manufacturer

Situation

Due to the retirement of Skype for Business online, our customer - a leading food manufacturer - needed a partner to help them implement and adopt Microsoft Teams across their organisation.

- In a period of less than a year 66,000 users had to be migrated to Teams Phone and adopt new technology.
- In addition, legacy infrastructure of 200 devices and 4,000 IP phones required upgrades and rationalisation.
- The project had to be completed with no disruption to service and minimal inconvenience to users



Scope

- Assessment to identify gaps in the required functionality to address as part of the design.
- Redesign and upgrade of the customer's infrastructure to support Microsoft Teams direct routing including:
- 66,000 external calling users, plus 300 call queues and reception workflows
- 1,200 analogue endpoints and 900 native Teams IP phones,
- A Nice InContact contact centre,
- E911 services for 34 US sites,
- DECT systems, barrier entry systems and factory peripherals.
- Change management and adoption of the solution, rolled out in step with user migrations.



Results

- 40% of existing licenses decommissioned and infrastructure reduced by more than 20% - achieving 30% savings in operational costs
- Every aspect of the project was completed on or ahead of schedule with all 66,000 employees using Teams only, well before the retirement of Skype for Business Online
- Less than 2% increase in operational support tickets in the first few months after transition.
- Through the change and adoption work, the organisation reduced their email usage by 25%, achieved a 250% higher use of SharePoint and recruited 850 technology champions unifying teams through stronger collaborative practices



Differentiators

- As well as being an expert in Teams, Resonate had a deep understanding of the organisation and could ensure that the transformation would perfectly meet their day-to-day needs
- Track record in delivering large scale transformations.
- Expertise in legacy voice and the ability to resolve complex integration scenarios
- Proven methodologies for network assessment, migrations & change and adoption
- As a result of the transformation, Resonate became this global organisation's trusted advisor providing 24x7 Tier 2 support for 66,000 users, plus ongoing architecture deployment, and adoption services