

## Delivering a connected and **seamless workplace** experience for a leading Oil & Gas corporation

### Customer profile

The customer is one of the world's 'supermajors' for oil and gas, providing transport fuel, heat and light energy, lubricants, and petrochemicals for customers. The customer has 18000+ service stations with operations in nearly 80 countries and more than 500 offices around the globe.

### The problem statement

The client had no formal UC management tools in place to measure user experience and call quality. While their environment was generally performing well, when issues did arise, they were largely user-reported and took a long time to identify and troubleshoot. In addition to these challenges, the absence of UC data reporting across networks and sites remove has led to poor end-user experiences and reduced productivity. They needed a way to be more proactive in handling their environment and improve cross-team collaboration, so they could reduce the meantime to resolution and stop repeat problems from occurring.

### Tools and technology provided







HCL implemented Rendezvous which provides a unified console to proactively monitor, manage and diagnose advanced, integrated tools to complicated UC deployments. After deployment, this tool helped in -

- Predictive and Proactive Monitoring which helps diagnose a problem with the help of synthetic agents before it hits the production environment.
- By providing end-to-end visibility across their entire UC ecosystems helped customer address several challenges the team were facing.
- Real-time Monitoring of a heterogeneous UC infra for a seamless end-to-end monitoring tool that correlates across the entire Collaboration ecosystem to protect business benefits for the organization.
- Generating reports to identify usage patterns, trend analysis etc.
- ServiceNow integration also allows auto ticketing to convert critical alarms into incidents.

This deep level of insight also enabled the team to monitor external call quality, resolve network issues, and make more informed decisions in capacity planning.

### Customer benefits

Deploying this comprehensive tool allowed operations team to:

-  Reduce MTTR: a single glass pane helped to identify, isolate, and fix UC performance issues to provide a positive user experience
-  **COVID-19 pandemic customer support:** Call quality-related issues were identified and remediated
-  **Predictive analysis:** Call Simulation helped mitigate issues before they occurred
-  **Lower operational costs:** Reduced vendor visits to perform health checks
-  **Proactive monitoring:** Identified issues causing packet loss due to automatic file transfer scheduled during peak call time for other network traffic not related to congestion.
-  **Track usage:** Tracked the use of approved headset devices to prove quality improvement over unapproved audio sources.

