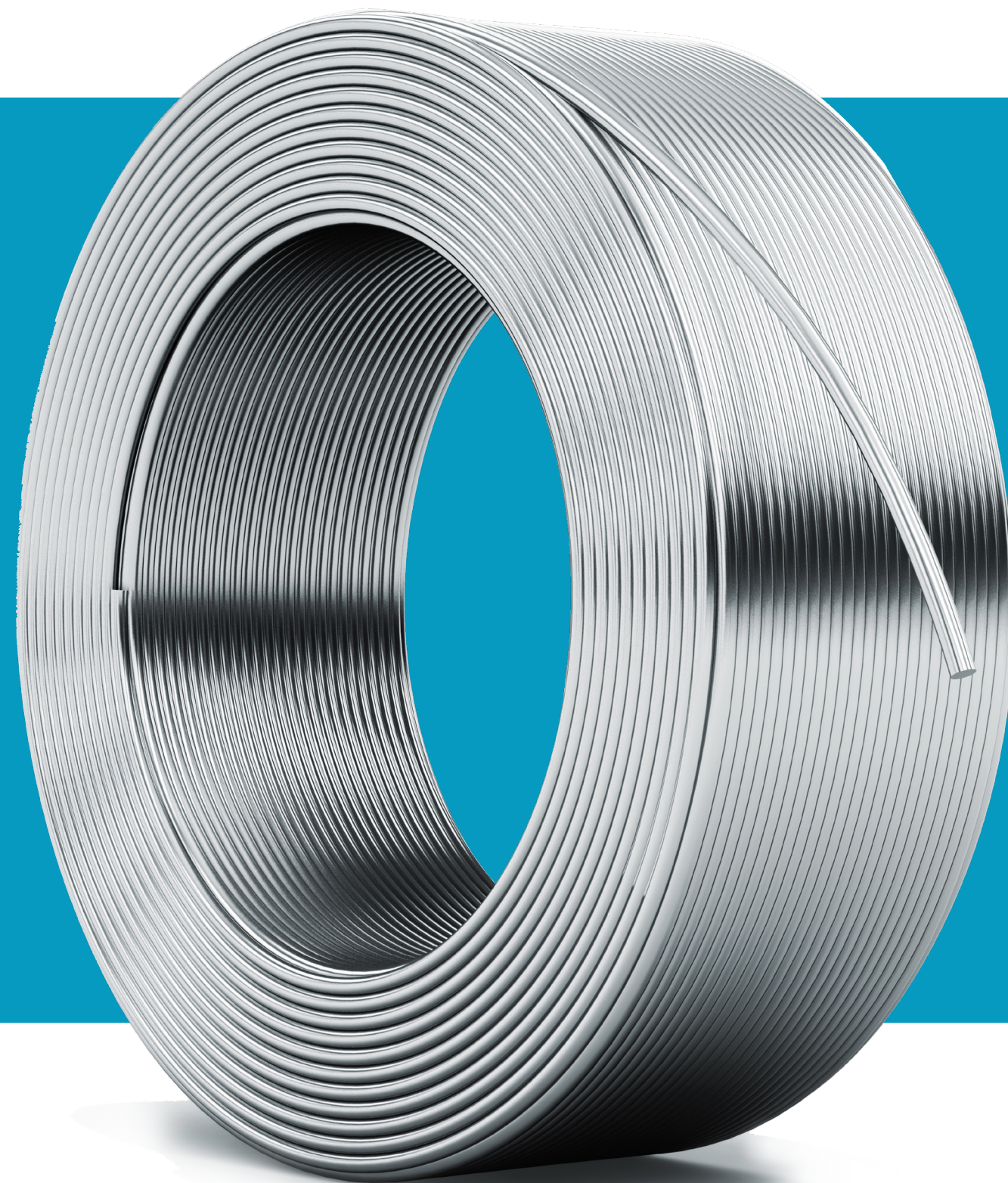


# Transforming the UC infrastructure to deliver a superior end-user experience for the world's largest **Steel Manufacturer**



## Customer profile

The customer is a leading multinational steel manufacturing corporation that specializes in the manufacturing of steel wire products and applications. The company develops a wide range of high-tech products, systems, and services for customers in various industry sectors. The customer engages customers in 120 countries and employs over 27000 people worldwide.

## The problem statement

Many challenges come with managing a communications ecosystem that services so many users, at so many locations, while consuming several different vendors. Using in-built tools provided limited insight into health & availability along with performance metrics for some elements of their environment, but IT perception doesn't always equate to a positive customer experience. With such extensive requirements, the customer had difficulty understanding the true quality of user experience across all their different locations, platforms, and environment components.

## The solution

HCL Rendezvous solution was implemented to transform the UC Infrastructure which leveraged cutting-edge technology to monitor, troubleshoot, and optimize a complex UC environment while seamlessly transforming conventional processes into digital ones to deliver a better user experience. It automatically detects gaps and raises a ticket with actionable insights for faster issue resolution.

The tool was implemented to monitor Microsoft UC servers as well as Network Devices. Rendezvous assessment feature further helped in visualizing existing network gaps and providing alerts that were affecting UC performance.

The organization benefited considerably as the user experience on regular and conference calls significantly improved. The flexibility to create customized dashboards allowed the team to have a solution tailored to their specific needs at their disposal.

Rendezvous monitored the performance of all servers, such as CPU consumption, drive state, and bandwidth use, while maintaining track of license periods for Microsoft UC servers. Rendezvous for UC offers a user-friendly interface that allowed users to get to the root of a problem fast through easy navigation.

## Customer benefits

The solution implemented by HCL helped the client in:



### Intelligent monitoring

Single pane of glass to identify, isolate, and remediate UC issues for a positive end-user experience across multi-vendor UC environment.



### Proactive resolution

Proactive diagnosis of application and server issues.



### Performance management

Capacity and performance management to monitor key health indicators and intelligent alarms.



### Improved productivity

Empower IT team through proactive monitoring and troubleshooting to deliver superior UC user experience.



### Real-time reporting

Generate reports to monitor usage patterns, trend analysis etc.