

Building a connected workplace to enhance the user experience for a global dairy co-operative

Customer profile

The customer is a leading publicly traded dairy cooperative in the Asia Pacific, as well as one of the largest dairy exporters. The customer is a global producer and distributor of milk and milk-derived products. The customer employs over 20,000 people and has a global presence in over 140 countries.

The problem statement

COVID-19 pandemic has accelerated the shift to new ways of working, forcing the customer to reconsider how and from where they operate. Organizations needed to rethink how they engaged their team members, utilized technology, enabled a flexible workforce, and increased productivity. This led to a new in terms of workplace modernization, monitoring transit media quality, bandwidth utilization, frequent call disconnections, identifying compatible headsets and measuring user experience.

Another requirement was to standardize the meeting experience by integrating existing heterogeneous conferencing room solutions as well as platform harmonization wherever possible.

The solution

The customer required consultation services to finalize end-state architecture and professional services to transform legacy UC footprint in order to hash out challenges and meet organizational goals. HCL implemented the following solutions to modernize and manage the entire collaboration technology infrastructure:

- **UC asset refresh & transformation** - HCL analyses the entire lifecycle of IT assets, from their initial deployment to the removal, disposal of assets that have outlived their effectiveness in the environment and transforms conventional processes into digital ones to deliver a seamless user experience
 - Asset refresh of their legacy meeting rooms to standardize user experience
 - Migrate their traditional UC infrastructure to Microsoft Teams and provide platform harmonization

- **UC interoperability** - Empowers the organization with face-to-face collaboration no matter the location or technology
 - Implements video interoperability solution to stabilize and protect the AS-IS environment
- **Rendezvous** - An intelligent framework to do predictive and proactive monitoring of their multi-vendor UC infrastructure
 - Predictive & proactive monitoring irrespective of user presence (Work from home, or Office)
 - Generating reports - Usage patterns, trend analysis etc.

Customer Benefits

The collaboration greatly benefitted the customer by

-  Asset refresh strategy with MS Teams supported feature rich endpoints helped experience latest collaboration modalities
-  Stabilizing and protecting the AS-IS environment implementing video interoperability solution helped joining MS Team meetings
-  Identifying and remediating call quality and call drop related issues for the globally operated end users
-  Reducing MTTR drastically - single pane of glass to manage multivendor UC infrastructure

