Delivering seamless work experience for the largest manufacturer of food and beverages

Customer profile

The customer is a global beverage leader with a product portfolio of over 20 brands sold worldwide. The customer employs over 290,000 people globally and wants to keep its Unified Communications infrastructure aligned with the ever-changing market demands in the 200 countries where it does business.

The problem statement

The customer deployed the Microsoft Unified Communication platform as their primary enterprise voice platform for over 65,000 voice users across 21 global sites. Post-deployment, the operations team was plagued with issues such as poor call quality, call drops and call failures, especially when the users dialed from cellular or outside the enterprise network. The carrier and the enterprise engaged in 'finger-pointing' which further escalated the situation. Such ongoing issues not only hurt the firm's image but also had a negative impact on the end-user experience. They needed a solution that could help them in:

- End-to-end visibility across their UC ecosystem providing voice call quality insights

- Expanding their monitoring capabilities beyond post-call averages

- Monitoring detailed hop by hop visibility through a routed network

- Correlating UC data across network and globally spread locations

The solution

A healthy UC environment is critical for a positive user experience. Enterprise customers continue to look for solutions they can rely on to effectively monitor, diagnose, and remediate the constantly changing Unified Communications & Collaboration (UC&C) world.

HCL implemented Rendezvous which leverages cutting-edge technology to provide advanced, integrated tools for proactively monitoring, managing and diagnosing complex UC deployments. A Health & Availability tool, which included analytics and diagnostics for UC traffic behaviour and real-time call analysis, was integrated alongside the UC infrastructure. Furthermore, the solution included the deployment of active network assessment by generating synthetic RTP traffic in 12 critical locations.

Customer benefits

The strategic engagement with HCL enabled the customer's IT operations team to:

- Proactively identify issues where other unrelated network traffic would have caused packet loss due to congestion caused by automated file transfers scheduled during peak call hours.

- Hop-by-hop path analysis reveals network jitter, delay, and packet loss, as well as the MOS value.

- Proactively address application and server issues.

- Efficient Pre & Post network assessment using synthetic traffic to mimic future UC traffic behaviour of multiple users.

- Isolate trending quality statistics for users of specific platforms, such as Android or IOS clients.

- Monitor the frequency and quality of sessions across all various communication modalities. (such as IM, Voice and Video)

- Track the usage of approved headset devices to demonstrate an improvement in audio quality over unapproved audio sources.

- A single pane of glass to help identify, isolate, and remediate UC performance issues and deliver a positive end-user experience.