HCL

HCL TRANSFORMS THE NETWORK VOICE INFRASTRUCTURE OF A GLOBAL DIABETES CARE PROVIDER

CUSTOMER BACKGROUND

- The customer is a leading global diabetes care provider.
- At the forefront of innovation with life-changing products in their portfolio, the customer creates high quality solutions and precision tools enabling people with diabetes live richer lives

CUSTOMER PAIN POINTS

- Unavailability of unified communication platform for internal or external communications
- A demerger scenario, where the enterprise got split from the parent organization. They were looking for avenues to leverage existing investments
- The central call controlling component was taken over by the parent organization after the split. The split entity was struggling with lower audio/video call quality over shared network
- The customer wanted to migrate to Microsoft Skype for Business on a cloud platform. This led to significant challenges on interoperability between Cisco video end point devices and Skype for Business environment.
- Also, there was no solution for enterprise Voice, Data, Exchange and AD

SOLUTION

HCL network services team devised and implemented a hosted Skype for Business – A UCaaS (Unified Communication as a Service) solution where all the services like IM/Presence, AV peer-to-peer & conferencing, desktop & application sharing and Enterprise Voice & video solution were hosted on the cloud.

Ensuring that the existing investments are leveraged, HCL implemented an interoperability solution through which the existing Cisco video conferencing devices were made compatible with the new environment and new voice endpoints were proposed

IMPACT

The end-to-end network voice infrastructure transformation helped client focus on better business outcomes whilst reducing the complexity and cost of design and management of collaboration solution. Some key benefits enabled were

- Seamless interoperable platform for leveraging services across multiple vendors.
- UCaaS (Unified Communication as a Service) solution enabled hosted service model with a Pay as you Grow approach.
- Higher productivity and employee engagement through enhanced levels integrated communications and teamwork capabilities.
- No CAPEX incurred by the customer.
- A transformed solution from on premise UC deployment to a complete cloud operating model
- On-premise hardware footprint reduced

PAC (A CXP Group company) publishes an exclusive report on HCL offerings in DACH market. HCL's unique next gen network services & carefully devised localization strategy is creating substantial value for customers in DACH market. Download the report here

To know more contact us at **ITO@hcl.com**