

Energy

Video Managed Services, Maintenance, Integration



As one of the world's leading power generation and distribution companies, serving customers in 22 countries and employing 27,000 people worldwide, this client has annual revenues in excess of \$15B. Utilizing a growth through acquisition strategy, this industry leader not only provides clean renewable power, but also operates myriad power generation facilities in remote places across the globe, in countries and locations where travel is neither easy nor convenient.

THE CHALLENGE

Executive leadership mandated a simplified means for global communications that would deliver a significant reduction in travel costs and measureable increases in employee productivity. As part of its strategy to realize these corporate goals, this client invested several million dollars over a multi-year period in global video endpoints, infrastructure and people resources into its video communications environment. After several years of effort and significant funding, company management was not satisfied with the user experience and service quality being provided by their legacy suppliers. Inconsistent user experience and recurring service management issues continued to plague the program, which included room systems and desktop video.

Executive IT Leadership challenged their internal procurement and IT teams with fixing their environment by going to the market to find the best supplier the industry has to offer with the experience and depth to consolidate the disparate services provided by their legacy suppliers and improve their user experience through a strict SLA-based managed service, while not significantly impacting the user community with sweeping user engagement or experience changes all at once.

With nearly 30 years of video experience, Yorktel believes in developing a master plan for their clients, which includes a baseline transformational service plus small incremental changes over time to evolve the customers' video environment into a best of breed SLA-based service delivery model with an improved user experience, evolving technical capabilities and a long-term predictable cost structure.

THE SOLUTION

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Yorktel developed a 3-year Master Plan for video conference focused on taking over the existing environment with limited user impact and restoring customer confidence in the video service. The service models included "turn-key" SLA-based Day 2 Managed Services remote managed services of existing customer premise infrastructure, help desk access, with select concierge services available on demand as needed by the most critical business users. Additionally, Yorktel managed the Maintenance services related to refreshes and upgrades to all infrastructure.

Lastly, Yorktel implemented a room-based scheduling system that integrates with MS Outlook for all conference rooms in the corporate headquarters.

Looking forward, the client is looking to optimize infrastructure management to support increases in call trends.

THE RESULT

Yorktel's transformational service model enabled this client to regain employee confidence in IT and improve the ROI of their multi-million dollar investment. Within 6 months of award, a 15% increase in video communications usage resulting in enhanced global collaboration and putting them on the path towards their goal of year over year reduction in global travel costs.

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- Corporate travel costs decreased by 45%
- 30.8% increase YTD, telepresence number of hours
- 214% increase YTD, endpoints in calls
- 164% increase YTD in number of telepresence calls