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Yorktel Helps Financial Services Institution Save Several Hundred Thousand Dollars in Videoconferencing Planning and Implementation Costs

Professional Services case study details assessment of customer facilities, infrastructure, operations and use cases; roadmap that helped overcome multi-platform interoperability, conference room management, utilization and user support issues

Eatontown, NJ (December 7, 2016) - Yorktel today unveiled a new case study that tracks an east-coast Financial Institution's migration from legacy videoconferencing equipment to a next-generation video collaboration environment. The case study provides extensive detail on how Yorktel's assessment of facilities, infrastructure, and use cases helped this customer increase flexibility, overcome multi-platform interoperability, conference room management, and solve user adoption and support issues.

Following a storm that rocked the east coast, several of the Financial Institution's employees were displaced, hindering their ability to engage with colleagues. Coupled with a propriety videoconferencing system nearing its end-of-life, the company acted on its need for a new video communications and collaboration system. Primary objectives included increasing flexibility beyond what the legacy technology allowed, and a desire from the Financial Institution's A/V department for in-house IT management.

Yorktel Professional Services was retained to provide strategic recommendations on how to eliminate the prevailing complexity of the current user experience, and its vision for an environment that fostered collaboration and widespread adoption.

"There were a lot of changes happening within the company when we first engaged with them, and a lot of frustration with their legacy videoconferencing system," said Erick Race, strategic account manager at Yorktel. "One problem was conference room hijacking which occurred when a person or group reserved a conference room for a specified period, but their conference extended beyond the allotted time. Another challenge was the inflexibility of the legacy system. Users could only use the system from a dedicated conference room, and they could only conduct videoconferences with other parties who used the same system.

"Also, the company was about to begin construction on a 12-story building in Jersey City, and wanted videoconferencing in this new facility, too."

As part of its comprehensive assessment process, Yorktel conducted a thorough analysis of the customer's network infrastructure, equipment, use cases, training and support policies. Yorktel also reviewed the new building's blueprints to ensure it would be properly equipped for the new video communications and collaboration set-up.

Yorktel's findings and end-to-end recommendations were used to create a roadmap for the new deployment. Executing on Yorktel's guidance allowed the Financial Institution to reduce costs by several hundred thousand dollars, as well as solve interoperability in a multi-platform environment comprised of Cisco, Microsoft Skype for Business, Polycom, and other endpoints. In addition, Yorktel also helped build a professional studio for internal communications and marketing, from which executives could give live televised interviews.

Since completing the initial rollout, the customer has continued to grow both domestically and internationally, expanding the number of endpoints from 143 to 240, all of which are currently managed by Yorktel.

Yorktel Professional Services is a management consultancy that advises clients on strategic, architectural, operational, and implementation planning. Working side by side with customer teams, the Professional Services division ensures that unified communication strategies align with organizational goals and objectives. Its expansive portfolio of services includes: Roadmap and Strategic Planning; Architecture Layout and Design; Operational Assessment and Execution; End-user Adoption; and Ongoing Training.

Click here to access the full case study and other results from Yorktel's team including implementation, deployment and overall results that were helped achieve with Yorktel.

ABOUT YORKTEL
Yorktel is a leading global provider of UC&C, cloud, and video managed services for large enterprise and federal government customers. Founded in 1985 and headquartered in New Jersey, with offices across the US, UK, and France, Yorktel enables customers to successfully integrate video into their operations -- from video conferencing to video event production; on premise or in the cloud. Yorktel designs, integrates, and manages enterprise-wide unified communications solutions. Commercial Integrator magazine named Yorktel its 2015 Integrator of the Year.

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