

# Management Consulting

## Video Managed Services, Private Cloud Hosting, Professional Design

A global management consulting firm with 78 offices in 43 countries, this entity is one of the largest private companies in the United States and serves as an advisor to clients in the private, public, and not-for-profit sectors. This client's revenues now exceed \$3.5B USD through advisory services provided by over 6,000 management consultants worldwide. As a global organization, this company took an initiative to provide its employees with feature-rich video conferencing technologies, which are simple to use and allow them face-to-face interaction as much as possible.

### THE CHALLENGE

An advisor to commercial and government organizations of all types, sizes, and locales, its employees need to spend considerable time with their customers to provide the best quality of service possible. Running an organization such as this means you have the best and brightest people around the globe delivering on a single operating model and strategy. From a communications perspective, this provides a unique set of challenges compared to a company where there employees come to the same physical office buildings every day.

The consumerization of IT and the evolution of business capable tablet technologies with ever-increasing bandwidth made it possible for remote workers to obtain inclusion similar to their brick & mortar based colleagues. The challenge was taking an old concept and delivering it in a new mobile-friendly way.

Traditional video conferencing had long been available at this client, but it was inflexible, complex to host calls, and worse, was limited to the lucky few who went to a building every day.

The primary intent at the project start was to "Forget the Old" and "Build New". Make it simple to use, available on any device, support and enable internal and external collaboration, scale to the entire company with a single support model and of course, it had to be secure. Additionally, they didn't want to manage it internally or host the equipment on its premises.

Executive IT Leadership engaged their technology partners, Vidyo and Yorktel, to "Design, Build & Run," a new kind of Video Conferencing Service.

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### THE SOLUTION

While this was uncharted territory for the client, Yorktel, with nearly 30 years of video experience, embarked on its proven methodology. They first engaged with the client's business and IT leadership to thoroughly understand their current environment and user requirements. Yorktel then developed a multi-year Master Plan for video conferencing leveraging the Vidyo product line and Yorktel's industry-leading video managed and hosting services.

To support over 10,000 active end users within the client organization, a global hosting model was designed with infrastructure placed in Yorktel's VaaS data centers in the US, UK, & Singapore. In addition to hosting, the service model includes a "turn-key" SLA-based Day 2 Managed Services comprised of remote managed services, fully integrated user adoption training and communication plans, monitoring, infrastructure management, helpdesk, and multi-tier technical resources within our 24x7x265 multi-lingual support team. These span over 100 video-based, huddle-style collaboration rooms and desktop conferencing, based on a Vidyo platform. These also communicate with legacy Polycom room systems.

### THE RESULT

Yorktel's transformational service model has enabled our client to see early successes in their long term goal. Deployment started with the executive team and select members of IT. After a successful pilot, to date over 7,000 employees have been given access to the system with the remaining 3,000 scheduled for the remainder of this year. Users are able to connect using their company deployed laptop computers as well as mobile phones and tablets, enabling them to engage in internal and customer meetings regardless of location and without interoperability/security issues previously encountered.

Usage metrics show the number of conferences per month are 12 times higher than similar sized companies with legacy "room only" based deployments. In addition, they experience over 400 meetings to every helpdesk ticket, which is 5 times more meetings than clients with "room only" environments.

While the deployment is ongoing and will continue through 2014, this client believes the new model of mobility-based video collaboration will enable them to achieve their business goals. While conducting a customer meeting over video recently, their customer was taken aback by the ease of use and video quality of the system and inquired with Yorktel for potential deployment within their own healthcare enterprise.

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