

YORKTEL INNOVATION ENABLES GLOBAL COMMUNICATIONS

Amicus Therapeutics Leverages Emerging Technology to Boost Innovation and Productivity

Global Biotechnology Company Applies Cutting-Edge Science with a Human Touch

Amicus Therapeutics is a global, patient-dedicated biotechnology company focused on discovering, developing, and delivering high-quality medicines for people living with rare metabolic diseases. Amicus is committed to pursuing novel treatments while maintaining a personal and compassionate focus on patients, their caregivers, and families. Amicus' belief statement includes, "We encourage and embrace constant innovation."

This dedication to complex scientific medical innovation and a corporate philosophy grounded in compassion for its disease communities provided the perfect backdrop for Yorktel to act as a trusted strategic and technical advisor during Amicus' technology transition. Recognizing the emerging trend around the Future of Work and its impact on Unified Communications, Yorktel guided Amicus through a shift in mindset that would serve the organization and its patients both today and far into the future.

Today's Top Technology Trend

Microsoft and companies around the world are realizing that UC is no longer a singular business silo — rather, it is a single component of a broader vision around client productivity and Digital Workplace Transformation.

Microsoft Teams is at the forefront of this shift — offering a collection of tools that facilitate and increase productivity across lines of business. Applications which traditionally functioned separately, such as file-sharing, chat, teaming, presence, video, audio, etc., are all condensed into the single application of MS Teams. This merging creates tremendous ROI and adds an entirely new dimension to traditional measures of productivity. As a result, today's business leaders must pivot their understanding of the UC world to embrace this new attitude towards productivity in the workplace.

Overcoming Challenges with Innovative Workarounds

Shifting the Traditional Mindset — The Amicus Leadership Team tasked VP of Global Information Technology Fred Weisenbacher with providing the productivity enhancements in the workplace that would enable Amicus to deliver innovative solutions to people living with rare and orphan diseases. The task of envisioning and delivering this strategy fell to the wider technology leadership group including Gary LaSasso, Amicus Director of Collaboration Experiences and Technologies, and Pedro Vega, Associate Director, IT Infrastructure. Collectively this group tasked themselves with developing a long-term strategy to move Amicus from their existing siloed UC solutions

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to a cohesive productivity solution with Microsoft Teams. Complicating this effort was the need to minimally disrupt the existing client experience for scientists, researchers and associated stakeholders as they moved the Amicus mission forward. Amicus sought a technology solution to address both today's business needs and to embrace the Future of Work and Digital Workplace Transformation trends. Yorktel's overarching challenge (in addition to the technical hurdles) was to broaden the client's mindset to embrace a more futuristic vision of productivity. Or as a more specific example, enable a graceful transition from Skype for Business to Teams, rather than advising a less refined rip and replace approach.

Workarounds for No Microsoft Third-Party Audio — Amicus's first step in their journey to a true Teams environment was to begin the process of moving from a traditional on-premise audio solution to the cloud with some of the elements of Microsoft Office 365. The first workload Amicus wanted to migrate as part of their strategy to increase productivity was the voice workload. The disruption in the marketplace ushered in by Microsoft around Online Voice was only further complicated by Microsoft's decision to not support third-party audio with Teams. This decision complicated the process as Amicus needed to not only move their voice workload to the cloud, but to do so in such a way as to ensure that the decisions made today while working with Skype for Business would also gracefully roll into their planned Teams deployment.

Microsoft's divergent path for Teams voice disrupted ten years of strategy for integrated traditional voice and audio conference providers as well as the thousands of customers who consumed this service. Instead of the traditional offerings, Microsoft entered the telco space offering their own voice service for use with Teams. However, this option while in its nascency did not coincide with Amicus's footprint, which included multinational locations in North America, Europe, and the Asia-Pacific region. To address the complexity of the evolving marketplace and the requirements of Amicus, Yorktel crafted several workarounds to address this challenge.

In Europe, Yorktel developed a plan to migrate from Skype on-premise to Skype in the cloud, preparing a routing scenario that will allow the UK to gracefully transition to Teams when Amicus is ready to begin that effort in 2019 or early 2020. Yorktel advised a similar approach in North American locations and addressed the technology issues in sites where traditional Skype online wouldn't work.

In Japan, Microsoft does not yet have an audio-conferencing or voice footprint, so MS could not provide Skype or local support for voice. While the choices were numerous, only four options would allow for Amicus to deploy a solution with Skype for Business that would gracefully transition to Teams when Amicus was ready to make the next step in their productivity journey. Using a combination of a cloud PBX and configuration from the Yorktel Microsoft Cloud Architects, the four options Yorktel presented were all different approaches to a direct routing capability developed by Yorktel that allowed Amicus to join local SIP trunks directly into the Microsoft O365 environment.

For each of these scenarios and the numerous others that emerged, Yorktel assessed the impact of location, geography, plus their understanding of data sovereignty and GDPR, to determine the correct approach for maximum productivity.

Yorktel (www.yorktel.com) is a leading global provider of cloud and managed services for healthcare, large enterprise, and federal government customers. Founded in 1985 and with offices throughout the US and EMEA, Yorktel enables customers to successfully integrate secure and reliable communications into their operations — from telemedicine and organizational collaboration to consulting and managed services.

Yorktel designs, integrates and manages system-wide communications solutions. For more information, visit Yorktel online at <http://www.yorktel.com> or email learnmore@yorktel.com. Follow Yorktel on Twitter: [@yorktelcorp](https://twitter.com/yorktelcorp).



This Microsoft voice component is just one example of how, in addition to the day-to-day integration details, Yorktel counseled Amicus to consider the larger picture of overall client productivity — exercising the forethought to begin migrating different tools in a way that could easily transform them into the Teams package. Between Europe, North America and Asia Pac, Yorktel positioned these tools — audio, video, etc., in a way that allowed them all to roll up with Teams, creating the best possible transition plan for Amicus moving forward.

Differing Rules and Requirements Across Locations — Because Amicus is a global company with several locations in different countries, they had to ensure its solutions were in keeping with each country’s own version of FCC regulations. The Yorktel team confirmed the appropriate technology choices on a location by location basis. This required knowing what the specific standards were for each country — for example, the appropriate Telco, taxes and associated costs.

This challenge demanded several layers of decision-making. If Yorktel determined that direct routing was a better option than the Microsoft voice configuration at a particular location, other decisions regarding how to implement direct routing flowed from that choice. This required navigating the complexity of each country’s flavor of the FCC and how that impacted implementation.

Challenging Vendor Technology Selections — Yorktel’s in-depth industry knowledge of the full range of vendor technologies played a vital role in selecting which components to choose across Amicus’ solution. Due to the significant variance in the circumstances between office locations, Yorktel had to carefully select products which would directly address the challenges of each site. Ultimately, Yorktel integrated Microsoft, Voxbone, Polycom and Crestron products and services into the global solution, recognizing the beneficial nuances each vendor offered in each scenario.

Overcoming an Abbreviated Timeline — Yorktel faced an extremely aggressive timeline set by Amicus. Amicus had initiated the UK component of the project with another vendor, who failed to deliver against the timeline. Yorktel jumped in, working on an abbreviated schedule, and immediately started strategizing with Amicus. The “catch-up” factor loomed large and produced additional pressure for the Yorktel team. Fortunately, Yorktel was able to complete the project despite this challenge, on time and on budget.

A Successful Shift to Futuristic Thinking

This project was about more than shifting to innovative technology which would impact the client’s Future of Work and Digital Workplace Transformation. Amicus’ mission is to deliver the highest quality therapies for persons living with life-threatening conditions. The Amicus Technology leaders efficiently and effectively divided the workload and shared envisioning work with Fred Weisenbacher and then turning responsibility for execution of the shared vision over to Gary LaSasso and Pedro Vega. This model, and the commitment to building a shared vision before implementation allowed Amicus, in a short time, to confidently execute the first key steps to technologically enabling the corporate mission of helping their teams be more productive in most expeditious manner possible.



Amicus' scientists and researchers offer hope to a small segment of society which the medical establishment largely ignores, due to the rarity of these diseases. Yorktel's role was not only to serve as a trusted advisor and technical guru — it was to ensure that the Amicus team was shielded from the daily minutia of how to implement their vision across the shifting global landscape. The greatest accomplishment for the Amicus team was aligning their voice strategy with their larger Productivity Strategy around Microsoft Teams. The Amicus team was able to successfully replace their existing solution with little or no disruption to the client. Enabling research and business to continue uninterrupted was the short-term win, but the long-term goal of enhanced productivity around Microsoft Teams is now clearly in view.

About Yorktel

Yorktel (www.yorktel.com) is a leading global provider of cloud and managed services for healthcare, large enterprise, and federal government customers. Founded in 1985 and with offices throughout the US and EMEA, Yorktel enables customers to successfully integrate secure and reliable video into their healthcare operations - from telemedicine and organizational collaboration to consulting and managed services. Yorktel designs, integrates and manages healthcare system-wide video communications solutions. For more information, visit Yorktel online at <http://www.yorktel.com> or email learnmore@yorktel.com. Follow Yorktel on Twitter: [@yorktelcorp](https://twitter.com/yorktelcorp).



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