

How a Global Investment Firm Transformed Communication with Yorktel

Overview

A global investment management firm needed to transition from its existing Cisco-based voice and video solutions to a fully integrated Microsoft Teams environment. With a deadline-driven migration and multiple stakeholders involved, the firm turned to **Yorktel's Managed Services** for a seamless transition.



Key results

- ✓ **Smooth migration** to Microsoft Teams within the required deadline.
- ✓ **Full integration** of UCaaS Microsoft Teams Voice across multiple regions.
- ✓ **Improved room utilization** insights through real-time reporting.

Challenge

The client had relied on Cisco for years but needed to move to Microsoft Teams for better efficiency and cost savings. The transition involved working with nine different PSTN carriers, reconfiguring auto attendants and call flows, and ensuring minimal disruption to thousands of employees worldwide—all within a tight deadline.

“The timeline made this migration feel impossible, but Yorktel's expertise and command of the project kept everything on track.”

Solution

Yorktel provided a fully managed transition, securing a smooth shift to Teams while maintaining service continuity. Key solutions included:



UCaaS Teams Voice

Full integration and management of Microsoft Teams Voice services.



AI Ops–Powered Monitoring

Proactive voice and video monitoring and management to maintain service quality.



Room Managed Services

Streamlined integration with providers such as Cisco, Teams Boss, Martello, and CallCabinet.



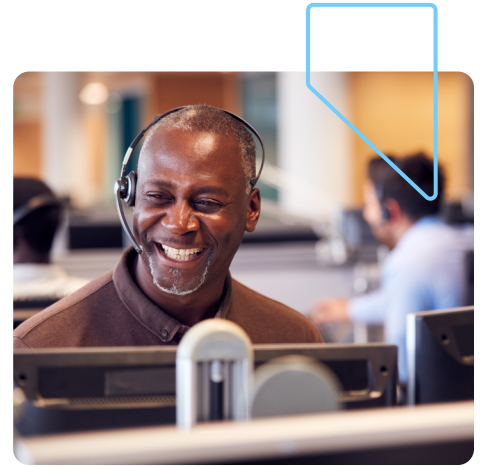
Beyond these core services of **Voice, AIOps Monitoring and Room Managed Services**, Yorktel assigned a dedicated support team to oversee daily operations, ensuring high service uptime. The firm also benefited from real-time usage analytics, which provided insights into room utilization and technology investments.

Yorktel adhered to strict change management policies to maintain security and compliance, meeting the firm’s regulatory requirements.

Outcome

With Yorktel’s ongoing support, the firm successfully transitioned to a Teams-based environment without any major disruptions. The move to managed services for Voice and Video improved employees’ experiences through reliable, high-quality communication. Plus, the overall efficiency of the solution allowed IT teams to focus on strategic initiatives instead of troubleshooting.

By leveraging real-time analytics, the firm has deeper visibility into room utilization and system performance. This data helps identify underutilized spaces, recognize high-ticket alert areas, and guide future planning and resource allocation.



Future



Embracing Emerging Technologies – The firm is set to integrate digital signage management and modern workplace solutions to enhance efficiency and user experience.



Expanding Enterprise-Wide Innovation – Future plans include continued scaling of technology solutions across the corporate network to drive seamless collaboration and operational consistency.



Building for Long-Term Digital Success – By staying ahead of industry trends, the firm is positioned to continuously evolve, ensuring sustained growth and competitive advantage in the years to come.

Seamless Transitions, Smarter Operations

with Yorktel’s Managed Services.

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[Yorktel.com](https://www.yorktel.com)

info@yorktel.com

About Yorktel

With over 40 years of experience supporting Global Fortune 1000 companies and government agencies, Yorktel delivers Next-Gen Global Integration and holistic Managed Services to optimize your technology estate, maximize productivity and reduce costs.

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