

VERNOVIS

CASE STUDY: MICROSOFT TEAMS

SKYPE TO MICROSOFT TEAMS WITH VOIP MIGRATION

***“TRUST, COMMUNICATION, OPENNESS: I KNOW THAT I
WILL ALWAYS GET THOSE FROM VERNOVIS.”***

-VICE PRESIDENT OF INFORMATION TECHNOLOGY

THE CHALLENGE

A \$175 M manufacturing company needed to find a single communication platform across 12 locations to enable collaboration and seamless day-to-day business operations. After working with a vendor to implement Skype and VoIP at four locations, the vendor was underperforming, overbudget, and unwilling to provide flexibility. Coupled with the announcement that Microsoft was retiring Skype for Business, the organization reached out to Vernovis for a better solution.

THE APPROACH

Vernovis' Business Solutions team deployed their PM, VoIP SME, Teams SME, and Senior Engineer, to ensure the client's success from policy build through the final site's implementation. Vernovis and the client determined that a hybrid approach utilizing Vernovis' expertise, project management, and technical acumen, paired with the client's existing IT team would provide the most successful outcome. The overwhelming theme of the project was collaboration. Vernovis' Business Solutions team was able to act as an extension of the client's team and move at their desired speed.

THE RESULT

One of the most significant outcomes of the Vernovis Business Solutions team's approach was the training and upskilling they provided the client's IT team. As the project progressed, the client's IT team was able to take on more of the technical aspects. This saved the client money and also provided the necessary knowledge transfer for the client's team to implement Microsoft Teams and VoIP at additional locations as the company grows. Vernovis' Solutions team was also able to provide detailed documentation and policy, which allowed the client's outsourced tier 1 and tier 2 support to immediately resolve tickets.

6
WEEKS
AHEAD OF
SCHEDULE

12
IMPLEMEN-
TATION SITES

3
DAYS TO
BEGIN
WORK

4
EXPERTS
PROVDED

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