

Case Study - Top 3 Global Energy Giant

This multi-national energy giant needed to reduce infrastructure complexity and cost whilst at the same time providing tools to enable flexible working, encourage collaboration and exploit innovation.

Situation

- 140,000 end-of-life Skype for Business and multiple legacy end points making 6M calls per month
- 1,100 sites including 10 large refineries/chemical plants and 15 major production sites
- Based across 62 countries including several with challenging telecoms regulations
- Growing population of mobile/home working staff



Scope

- Designed and delivered a global Teams transformation project, removing 90,000 desk phones and 200 legacy PBXs
- 140,000 staff fully transitioned to Microsoft Teams for external calling with Avaya IP Office overlay where UC alone is inadequate
- Global level 2 & 3 support of Microsoft Teams, Avaya IP Office, Cisco Call Manager and associated systems
- Automated teams voice management solution customised to fit customer's mixed voice topology and ensuring users remained compliant
 - Managers at 910 sites given capabilities to manage their own workflows – with global reporting capability
 - Voice insights reporting to give the Voice Operations Team end to end visibility of Teams Voice



Results

- Delivered telephony operational cost savings in excess of 60%
- In addition, through Resonate's Teams Voice Management tooling we delivered
 - an additional \$650K operational cost saving p.a.
 - 10% improvement in Teams Voice call quality compared to Skype for Business
 - 8% of avoidable issues resolved before escalation



Differentiators

Resonate's deep expertise in Teams and in legacy voice enabled the design, delivery and support of a complex mixed telephony estate.

- Our ability to innovate and keep the customer on a journey with the latest developments within the Microsoft UCC space
- Industry leading Teams voice deployment methodology
- Unparalleled experience in how UCC fits in industrial and safety-critical environments
- 24 x 7 Capability to resolve 90+% of UCC issues without involving vendors
- Teams Voice Tooling platform to simplify the deployment and management of Teams Phone

