

# GLOBAL MINING COMPANY GROWS VIDEO USAGE BY 35X WITH MICROSOFT TEAMS AND VYOPTA

## COMPANY PROFILE

**Headquarters:** South Africa

**Industry:** Metals and Mining

**Employees:** 90,000 across mining sites and corporate offices

## EXECUTIVE SUMMARY

Reasons Vyopta was chosen:

- Multi-vendor coverage for Microsoft, Cisco, Pexip
- Visibility during migration, remote work shift
- Executive-level adoption reporting

With Vyopta, they are now able to:

- Troubleshoot bad call issues
- Identify systemic issues affecting individual employees
- Generate usage, adoption reports for leadership

## COLLABORATION ENVIRONMENT

**Conferencing:** Microsoft Teams and Pexip Infinity interop, migrated from Cisco Meeting Server and Skype for Business

**Endpoints:** Cisco Endpoints

## CHALLENGE

With 90,000 employees across five continents, the company had a unique challenge to solve: how to get people in an office environment as well as those in the field connected and collaborating without extensive, expensive, and often dangerous travel.

Much like the rest of the world, the Covid-19 pandemic added another layer of complexity. Mining is considered an essential service and about 50% of the company's mining operations continued to operate while, simultaneously, there was a massive shift to remote work for those in the corporate offices. The company saw their video conferencing minutes rise from a pre-pandemic level of 2 million minutes per month to a staggering 70 million minutes per month over the course of just a few months.

The shift to remote work accelerated a planned migration to Microsoft Teams which had been slated for later in the year to enable one-touch call join for endpoint systems such as Cisco DX80s. Their existing Cisco Meeting Server (CMS) couldn't support Microsoft Teams, and they turned to Pexip Infinity's cloud video interop to join existing endpoints to Microsoft Teams calls.

With the sudden shift, the company found they had limited data on how users were engaging and how much they were using Microsoft Teams. They only had access to partial reporting (ex. Audio only usage, but not video), and lacked a granular view as well as accuracy around their meetings and participants.



## SOLUTION

The company was already using Vyopta's Collaboration Performance Management (CPM) suite, and benefited from the added visibility into Microsoft Teams as they migrated to the new platform. With Vyopta, they are able to get in-depth reporting for Microsoft Teams across all meetings and calls including audio and video data, rather than the audio-only information they had access to before. Vyopta also provides one single destination for reporting across virtual meeting rooms, point-to-point devices, as well as self-service meetings utilizing Microsoft Teams. In addition, flexible dashboards with customizable key performance indicators allowed them to keep up with their accelerated reporting needs that went from monthly to daily due to Covid-19. With Vyopta, the company gained the ability to understand activity-based cost for their mining vs corporate business lines, intelligently redeploy unused in-office endpoints to remote knowledge workers and mining sites, and identify issues with home office setup contributing to degraded user experiences on meetings.

## IMPACT

The dangerous nature of mining necessitates fatalities as an important metric. While the company experienced an increase in meeting minutes by 35x, Vyopta enabled their existing team to manage the experience without increasing the number of staff. Perhaps the most important impact for them was making it through two consecutive quarters without any fatalities due to the increase in video conferencing.



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“Vyopta gave us the visibility to see where we had unused equipment such as endpoints that could be eliminated or redeployed to decrease expenditures or increase productivity. It gave us the power to make decisions based on data which has made all the difference.”

**Manager, UC**

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Vyopta is a leading provider of collaboration performance management and meeting room insights solutions. With coverage that spans video, voice, and messaging from Cisco, Microsoft, Poly, Pexip, Zoom, BlueJeans, and more, Vyopta helps companies improve quality of experience, accelerate workplace transformation and optimize investments across UC and conference rooms. Vyopta monitors and analyzes over 10 billion meeting minutes annually across the largest enterprises in the world, including Workday, AstraZeneca, Stanford University, Shared Services Canada and the US Department of Veterans Affairs.

Learn more at [vyopta.com](https://vyopta.com)

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