

GODFREY & KAHN REDUCES MICROSOFT TEAMS TROUBLESHOOTING TIME BY 75% WITH VYOPTA



COMPANY PROFILE

Headquarters: Milwaukee

Industry: Legal

Attorneys: 160

Locations: Six offices in Wisconsin and Washington, D.C

EXECUTIVE SUMMARY

Reasons why Godfrey & Kahn chose Vyopta:

- Gives complete picture of remote UC situations
- Ability to quickly see and analyze bad calls
- Near Real-time monitoring of Teams usage and quality

With Vyopta they were able to:

- Increase billable hours by tracking the cause of bad calls
- Greatly reduce troubleshooting time
- Identify connectivity and equipment issues affecting call quality

COLLABORATION ENVIRONMENT

Microsoft Teams.

GODFREY & KAHN

For 60 years Godfrey & Kahn has tied its own success directly to the successes created for its clients. With experience and expertise in dozens of specific areas of business law and litigation, the firm is able to understand its clients' needs and develop the strategies and solutions that will bring the best possible results.

CHALLENGE

Prior to 2020, for its entire 60-year history, Godfrey & Kahn had been an "office first" law firm where in-office meetings and collaboration were the only way business was done among the firm's attorneys. The move to remote working using Microsoft Teams created a number of challenges with poor home networks and equipment negatively affecting online meetings within the firm and with clients. This caused a sharp increase in challenges to billable hours totals by clients, and created a backlog of tickets for the firm's IT staff, who would sometimes spend hours trying to find the cause of bad calls that were often erroneously attributed to Teams instead of the user's equipment or connectivity.



SOLUTION

Godfrey & Kahn tried demos of several tools, selecting Vyopta as the best monitoring and reporting tools because of its ability to easily look into the entire UC environment and see what was happening with Teams as well as each piece of equipment (webcams, headsets, routers, modems, etc.) involved in remote collaboration. The near real-time view into ongoing and recent calls as well as deep historical records of past communications gave the IT team the data it needed to reduce troubleshooting time by 75 percent, with a significant decrease in the number of incident reports soon after Vyopta was put into use.

IMPACT

Attorneys have been able to more successfully rebut challenges to billing that had been attributed to the firm's technology, with client issues around equipment and connectivity being easily identified through Vyopta. Time dedicated to addressing quality issues fell sharply, and usage of Microsoft Teams has improved because software updates are tracked to make sure users are using the most recent versions available.



“ We were able to reduce troubleshooting time 75 percent just with the Vyopta reports. Having the information at your fingertips is the most important thing about it. Troubleshooting takes us a matter of minutes now. ”

Matthew Conway,
Telecommunications Manager,
Godfrey & Kahn

Vyopta, the Collaboration Intelligence company, is a global leader in comprehensive monitoring and analytics for Collaboration Performance Management and Workspace Insights. By integrating insights from multi-vendor Unified Communications & Collaboration vendors and IOT devices, Vyopta helps organizations deliver the best UC user experience and optimize their UC and real estate investments. Vyopta helps hundreds of organizations worldwide spanning 20+ industries monitor 6 million endpoints and over 20 billion meeting minutes a year.

Learn more at vyopta.com

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