

# UC MONITORING TIME DROPS 'FROM DAYS TO MINUTES' WITH VYOPTA



## COMPANY PROFILE

**Headquarters:** Milwaukee

**Industry:** Legal

**Employees:** 1 thousand

**Locations:** Milwaukee, Washington, D.C., Chicago, Indianapolis, Minneapolis, Phoenix, Tampa (FL) Naples, (FL) Madison (WI) and Tucson (AZ)

## EXECUTIVE SUMMARY

Reasons Vyopta was chosen:

- Proven ability to monitor and manage call quality
- Quick setup time
- Considerable time savings in finding and solving quality issues

With Vyopta, they are now able to:

- Easily identify the source of poor call quality
- Monitor the experience for attorneys conducting critical business
- Ensure attorneys have the ability to conduct revenue-generating calls with confidence in the connection

## COLLABORATION ENVIRONMENT

Recently switched from Skype For Business to Microsoft Teams, with the shift to remote work dramatically increasing online collaboration and video calls. Pre-Covid the firm used about 50 Cisco and Poly endpoints, with plans to resume their endpoint usage when workers return to offices.

## CHALLENGE

Prior to the Covid-19 pandemic Quarles & Brady had only lightly relied on Skype For Business for occasional remote conferencing needs but the shift to remote work coincided with the transition to Microsoft Teams as an overall collaboration tool. That sharp increase in remote collaboration came with significant frustrations from attorneys who needed their meetings with clients and other important parties to work reliably, but poor home Internet connections, incompatible equipment or in one case Microsoft's entire cloud functionality going down led to frustrations that had to be solved.

Although Microsoft Teams compiles relevant quality in its logs, the firm's unified communications team would have to spend the equivalent of days of work time to track down the cause of a bad call. And there was no proactive way to build reports that would automatically alert the UC team that a call had gone bad, which dramatically decreased the chance of the issue being detected unless a participant filed a ticket that would then trigger the hours- or days-long search for what had gone wrong.

Without a comprehensive solution for rooting out the causes of poor calls or other issues the likelihood increased that a partner would grow frustrated with Teams or another in-house tool and want to use a different platform that wasn't part of the firm's planned UC suite. A solution was needed that would be easy to use and could address quality problems, without increasing the "feed and care" maintenance needs that can come with adding more monitoring and analytics capabilities.



## SOLUTION

Vyopta was chosen based on pre-Covid research into best options for UC monitoring. With setup completed in less than one work day, team members were immediately able to get the exact data they needed to find out what was causing a particular call or group of calls to experience poor quality. James Oryszczyn, the director of network security services for Quarles & Brady, said the firm's UC quality monitoring time has gone from "days to minutes" thanks to Vyopta's ability to quickly identify poor calls and other issues.

The firm's attorneys have developed the necessary trust in Microsoft Teams for meetings and collaboration, allowing them to conduct the many important sessions with their clients that bring in revenue and allow business to proceed in a predictable, trustworthy manner. Specialized reports also allow the UC team to closely monitor business-critical calls made by top leaders at the firm, with the ability to also build reports around specific types of calls such as revenue-generating calls with clients.

## IMPACT

The firm's UC team saw a dramatic decrease in time spent addressing quality problems, with the overall number of tickets dropping significantly as well. Out of the box, Vyopta was able to help Quarles & Brady smooth the transition to remote work by ensuring remote collaboration and conferencing could take place reliably, and that the move to Microsoft Teams would be successful long term so the firm can continue its use even when lawyers and other employees are able to return to their offices.



“ I was shocked at how easy Vyopta was to deploy and use. Now when a partner attorney asks me why a call went poorly, I have immediate answers. Vyopta is an important tool that allows us to ensure collaboration continues regardless of whether we are in the same office or not. ”

**James Oryszczyn,**  
**Director of Network Security Services**

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](https://vyopta.com)

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