

# MID-WEST MANUFACTURER OPTIMIZES MIGRATION TO MICROSOFT TEAMS WITH VYOPTA

## COMPANY PROFILE

**Headquarters:** Mid-West USA

**Industry:** Consumer Goods

**Employees:** 17 thousand

**Locations:** 40 Global Offices

## EXECUTIVE SUMMARY

Reasons Vyopta was chosen:

- Best-in-class Microsoft Teams monitoring, analytics
- Multi-platform, multi-vendor coverage
- Executive-level adoption reporting

With Vyopta, they are now able to:

- Proactively detect and troubleshoot bad calls
- Identify systemic issues affecting individual employees
- Generate usage, adoption reports for leadership

## COLLABORATION ENVIRONMENT

**Calling:** Cisco & Avaya

**Conferencing:** Microsoft Teams and Pexip (Migrated from Skype for Business and Webex)

**Hardware Video Endpoints:** Cisco

**Phones:** Cisco IP phones

## CHALLENGE

With manufacturing sites in 40 locations across six countries, it's imperative for UC operations to be up and running. When the COVID-19 pandemic hit in early 2020, a transition to Microsoft Teams from Skype for Business was already in the plans. Even though a formal rollout hadn't occurred, the availability of Microsoft Teams went viral within the organization and 800 users adopted it practically overnight. This led to a cancellation of the pilot program and the immediate rollout of Microsoft Teams to the whole organization.

The company had already turned to video conferencing to quickly address stoppages on their manufacturing lines, which could cost up to \$100,000 an hour in lost revenue and upwards of \$25,000 every 3 months in travel for their engineers. The company has a complex UC environment that includes Cisco Hardware in their 1100 conference rooms worldwide as well as Pexip Infinity as an interop to their Microsoft Teams environment, which their mainly remote workforce relies on today. With the surge in Teams usage and a complex, multi-vendor environment, the company needed accurate adoption analytics to support productivity of remote workers as well as a better way to manage performance.

Without Vyopta, it was very difficult to pull necessary statistics across their UC environment, and Microsoft's native administration tools did not have the reports they needed, nor a full view into video and audio usage and quality..



## SOLUTION

Vyopta's Collaboration Performance Management (CPM) platform was initially chosen for the company's Webex environment, and helped them to efficiently transition quickly and efficiently to Skype for Business. When they migrated overnight to UCaaS, Vyopta was quick to support Microsoft Teams. With Vyopta, the company was able to achieve deep analytics on performance issues and degraded meeting experiences, allowing the UC team to identify users with frequent bad quality calls and address the issues in a timely manner. Vyopta also provided out-of-the-box dashboards and coverage across the entire UC environment, something that would have required expensive resources and lots of time to build with native Microsoft tools.

In optimizing the ability to locate and correct quality issues in a proactive manner, the company was able to shift to a culture of video conferencing that saved them tens of thousands of dollars in saved travel and production uptime.

With Vyopta, the company has more confidence in the Quality of Service (QoS) of its UC environment and is able to objectively report on usage and adoption as well as quality.

## IMPACT

The company was able to deliver over 2 million in ROI to the business by eliminating a Webex subscription over the course of five years. They utilized Vyopta metrics to identify which users to migrate first, ensuring a smooth transition from Webex to Skype For Business on-premises, and then later to Microsoft Teams.



“We were able to smoothly transition 1700 users from Webex to Skype for Business On-prem in six months and then transitioned 800 users to Microsoft Teams very rapidly. We did this without impact to call frequency or quality, and we would not have been able to do it without Vyopta.”

**Manager, UC**

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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