



ConvergeOne

FILLING THE EMPTY SEAT AT THE TABLE

Managed Video Services for a Global Biotechnology Company



Customer Challenge

A biotechnology company's research and development department pushed for the adoption of video conferencing to aid in the advancement of new solutions. On a broader scale, the global company believed video could bridge the gap between cultures by allowing coworkers to engage with one another face-to-face during important meetings.

The company's first video project was fairly simple, involving 20 video endpoints. However, the company's chief information officer (CIO) struggled to determine how the new technology could be managed in-house. The internal IT staff did not possess a strong understanding of the video conferencing technology and could not manage it from a global perspective. During a meeting with ConvergeOne, the CIO pointed to an empty seat at the table and said, "This is the staff I have to run the new video initiative."



The Customer's Desired Outcome

To work with a trusted partner that has the necessary experience and expertise to manage its video conferencing environment, while also helping it grow its use of video over time.



Visual Experience Group
Use Case

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The ConvergeOne Response

ConvergeOne's Visual Experience Group (VXG) has served as the company's trusted partner for the past 18 years. ConvergeOne began by addressing the CIO's need for a partner to maintain and support the video environment with managed video services, which involved performing software upgrades, providing proactive monitoring alerts, managing the video endpoints, and onboarding new video codecs. ConvergeOne essentially became an extension of the customer's IT department, maintaining full ownership of the video environment.

Technology has evolved immensely over the past 18 years, and ConvergeOne has been there every step of the way to help the customer remain at the cutting edge of video technology. ConvergeOne has continually molded its offers to support where the customer needed to go next. In the beginning, the customer was using video infrastructure in a public cloud scenario. ConvergeOne has now moved it to a private cloud solution that is dedicated solely to the customer. When the customer wanted to move to an IP network, ConvergeOne built a video overlay network for it. Now, ConvergeOne is taking down that video network and moving it over to the customer's corporate WAN. The customer's number of video endpoints has also grown from 20 endpoints to 180 endpoints, all supported by ConvergeOne.

ConvergeOne continues to take a consultative role with the customer, rarely selling video solutions directly off the shelves. The team maintains strong relationships with key players in the video industry, which means that it knows what's coming next and can help the customer navigate innovations within the video realm. ConvergeOne's multi-vendor and multi-practice expertise has also proven to be instrumental to the customer's ongoing success. When the customer considered adopting Microsoft Teams, ConvergeOne determined that doing so would lead to integration issues with the current video infrastructure. Because ConvergeOne is more than just a video company, it helps the customer understand how decisions involving siloed technologies can impact other areas of the IT portfolio.

Results

Use of video conferencing has become pervasive throughout the company. It's used for leadership meetings, IT meetings, HR meetings, partner meetings, and research and development. The customer frequently acquires other companies within its space, and video is a crucial component of the acquisition process, as it helps new companies integrate into the culture more effectively and efficiently.

The partner relationship remains strong and collaborative. ConvergeOne meets with the customer weekly to review service issues, work through existing projects, and discuss future initiatives. ConvergeOne is deeply embedded in the customer's video environment and will continue to lead it through the next evolution of video to ensure it remains at the forefront of its industry.



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