



A SHARED VIRTUAL OFFICE

Video Conferencing for a Global Medical Equipment and Supplies Company



Customer Challenge

A global medical equipment and supplies company has more than 5,000 employees operating in more than 25 countries. Because of the dispersed state of its workforce, it needed a way to bring coworkers together so they could feel like they were all working for the same company. Noting the advantages of video conferencing—such as the fact that it enables more personalized communications and reduces travel time and costs—the company proceeded with purchasing Cisco video conferencing equipment.

While the initial order consisted of 12 video conferencing endpoints, the company quickly recognized the advantage of deploying video conferencing systems across the entire company. However, the internal IT team lacked video expertise and would not be able to effectively manage and grow the environment. The company sought a partner that could assume responsibility for the video conferencing systems.



The Customer's Desired Outcome

The ability to scale the deployment of its video conferencing systems and offload management of the environment to a trusted partner with considerable video experience and expertise.





The ConvergeOne Response

ConvergeOne became the company's partner of choice after outlining a plan that would allow it to deploy, manage, and scale video conferencing systems in an efficient and cost-effective manner. ConvergeOne optimized the network so that it could support the company's video conferencing needs and maintain a high level of performance.

The ConvergeOne Visual Experience Group (VXG) has helped the company grow its use of video conferencing over the course of 10 years. Throughout this time, it has provided Managed Video Services (MVS), with two engineers remaining on-site at all times. These engineers manage the day-to-day status of the video conferencing systems, field trouble tickets, and ensure the environment continues to run smoothly. ConvergeOne has also equipped the customer with a remote dedicated engineer to provide additional support and a customer success manager to assist with administrative needs and manage resources. This approach has proven extremely effective, as the company is delighted to work with a consistent team that is dedicated to its success.

Results

After beginning with an order of 12 systems, the customer has grown its environment to include 480 Cisco video conferencing endpoints globally, including Cisco Webex DX Series, Cisco TelePresence SX Series, and Cisco TelePresence MX Series. It has also invested in Cisco infrastructure to improve the bridging and management of its video calls. The company has become a pervasive adopter of video conferencing. On average, it holds 54,000 hours of meetings via video conferencing each month.

The company has developed a video-first culture because of the incredible impact video conferencing has had on bringing its global workforce together in a shared virtual office. Coworkers enjoy more collaborative meetings, with improved participation and interaction. ConvergeOne ensures that the meetings run seamlessly, without interruptions or video lag/choppiness, which fosters effortless and effective collaboration and allows for more work to get done.

The customer remains on the leading edge of technology, replacing older generations with new equipment as it becomes available. Video conferencing endpoints are frequently added to new conference rooms, offices, and acquired companies. Over the past 10 years, the company has grown significantly through acquisition, and video conferencing plays a key role in accelerating the integration process. As soon as an acquisition is finalized, the acquired company receives video conferencing equipment. New employees are welcomed to the team in a personalized, face-to-face environment that allows them to quickly be brought into the fold.

Just as video conferencing has become embedded in the company's culture, so, too, has ConvergeOne. ConvergeOne provides the resources the company uses every day to run and support its environment. The engineers and customer success manager are faces the customer has come to know, trust, and rely upon. The company can remain confident that everything will run smoothly and that it can rely on its dedicated video conferencing team to effectively handle any issues that do arise.



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