

Case Study: RETAIL

WHO

- Luxury British department store
- 16 locations all over the UK
- Over 1500 users

CHALLENGE

- Requirement to implement Microsoft Teams and Cisco VoIP
- Existing MPLS network causing downtime and outages
- QoS issue impacted by network providers - required investigation
- Poor user experience on Skype - major impact on business' reputation
- Improve network QoS to ensure application would perform at its best
- Lacked sufficient in-house expertise to deliver a solution

SOLUTION

- Called on support of expert network partner from our Services Ecosystem
- Led investigation into QoS issues to identify suitable resolution
- Scoped options with key stakeholders and QoS specialists to better understand issues and shape proposal
- Hosted QoS workshop to kick-off project
- Network and IT infrastructure configured to ensure Teams and VoIP services able to perform across whole network without impacting other applications
- QoS policy deployed across infrastructure

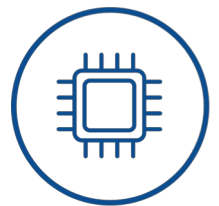
Servium



Network



Workspace



Compute

BENEFITS

- Stronger understanding of QoS infrastructure
- Project delivered on-time and in budget
- Knowledge and skills transfer to in-house team
- Greater call reliability, reduced costs, and significantly improved downtime
- Enhanced conferencing user experience
- Successful migration from Skype for Business to Microsoft Teams

WHY SERVIUM?

- Incredibly agile and ready to work within tight timescales
- Rapid on-site response
- Immediate access to subject matter experts and understanding of specialists best suited to project

