

Case Study: MARKETING

WHO

- Global digital marketing agency
- 15 offices worldwide
- Head office in London
- Circa 800 users

CHALLENGE

- Acquisition of multiple media companies over time meant business was operating on several different collaboration platforms
- Need to standardise by choosing universal platform for the future
- Microsoft Teams chosen as preferred collaboration platform
- IT team already at maximum capacity
- Needed first and second line support resource to free up team members to help manage new project

Servium

SOLUTION

- Servium sourced 2 expert engineers for first and second line support
- Second line support engineer assisted with server build, consolidation of Active Directories, and introduction of Teams
- Transpired certain parts of the business were unable to utilise Teams as only had knowledge of their own communication tools
- Servium assessed need for Teams training across business and offered bespoke solution
- Delivered live demo across 4 different time zones and recorded for future use
- Teams successfully deployed to 800 users worldwide

BENEFITS

- Consolidated system and new collaboration platform means business is more connected than ever before
- Consistent experience achieved across entire business
- Enormous productivity gains realised
- Huge improvements in staff satisfaction

WHY SERVIUM?

- Longstanding valued relationship with customer
- Access to expert resource via Services Ecosystem
- Orchestrated live demo of solution that remained sympathetic to business' multiple time zones



Workspace

