vyopta

GLOBAL LIFE SCIENCE COMPANY OPTIMIZES ONBOARDING PROCESS & MANAGEMENT OF MULTI-VENDOR UCC

COMPANY PROFILE

Headquarters: Minnesota

Industry: Medical Equipment Manufacturing

Employees: +90,000

Locations: +3,700

Top 10 largest medical device companies

EXECUTIVE SUMMARY

Reasons this organization chose Vyopta:

• Vendor tools were not showing all the data

• Needed help understanding utilization trends to make business decisions for facilities and technology investments

With Vyopta, this organization is now able to:

• Use a single platform for standardized data and insights across multi-vendor UCC

• Better understand UCC user behavior, adoption, and utilization to more quickly and accurately manage user experience and perform capacity planning as they update their enterprise UCC environment

• Generate the analytics to reduce costs across their voice/telephony and meetings environment and to quantify their ROI in UCC

COLLABORATION ENVIRONMENT

• **Desktop, Mobile Clients:** 225,000+ (Zoom meetings, Zoom Phones, MSFT Teams)

• **Personal and Room Endpoint Systems:** 700+ (Cisco endpoints, Cisco Unified Call Manager, Zoom Rooms)

ABOUT

This healthcare technology group provides support in over 150 countries with the drive to create a positive impact in the world and help bridge a gap in health equity. Their desire is to strengthen, lengthen, and save lives with their life-transforming technology to save 70+ complex and challenging conditions. By putting people's experiences first, their solutions address patients' needs and put control back in their hands.

CHALLENGE

Prior to 2020, this company provided all the technology platforms for their employees during the onboarding process, including Zoom, Microsoft Teams, Cisco Webex, and more. After the Covid pandemic started, the company had to alter their digital experience focus. It was always user experience and flexibility as the priority, but they had to reduce: the complexity of UCC performance assurance and support and costs of their UCC environment. Unfortunately, they did not have the tools to get an accurate understanding of utilization rates and call/meeting statistics across their UCC platforms. Without all the data in a standard format for their multi-vendor UCC environment, the company was unable to make adequate decisions using in-house reporting and vendor-provided tools alone.

SOLUTION

With Vyopta, this company's IT teams gained a single pane of enterprise visibility and insights across telephony/voice, meetings/video, and bridging to manage their technology consolidation initiative, while managing the overall UCC environment and costs. During the pandemic, Vyopta was able to create a baseline for IT's original utilization trends to help move from other telephony/voice solutions to Zoom phones quickly and cost effectively.

Additionally, the Vyopta customer-defined analytics views allowed them to aggregate, segment, and consolidate the specific data and metrics that they needed to make decisions faster and more accurately.

For example, understanding utilization rates for each of the technologies (i.e., Zoom, Microsoft Teams, and Meeting Room endpoints by OEM Technology) led to an improved investment strategy going forward. Also, the utilization and adoption data of UCC cloud services, infrastructure and devices was important to quantify the user experience and engagement in their hybrid work environment.

IMPACT

In a hybrid work environment, this healthcare technology organization was able to optimize their employees' digital experience by providing them with the technology they needed instead of everything under the technology umbrella. Vyopta's Analytics reporting also allowed them to right size their entire UC environment, which included consolidating their direct inward dialing (DID) licenses as well as their PSTN licenses since each of their employees did not need, let alone use, all their licensed resources.

" Vyopta showed us how to best optimize our (UCC) tech investments and continued to help us with the right migration plan from our on-premises voice solutions to cloud voice solutions. "

Principal IT Technologist Global Voice Service

Vyopta, the Collaboration Intelligence company, is a global leader in comprehensive monitoring and analytics for Collaboration Performance Management and Workspace Insights. By integrating insights from multi-vendor Unified Communications & Collaboration vendors and IOT devices, Vyopta helps organizations deliver the best UC user experience and optimize their UC and real estate investments. Vyopta helps hundreds of organizations worldwide spanning 20+ industries monitor 6 million endpoints and over 20 billion meeting minutes a year.

Learn more at vyopta.com