

GLOBAL CONSUMER GOODS FIRM USES VYOPTA TO OPTIMIZE MICROSOFT AND CISCO UC

COMPANY PROFILE

Headquarters: Western Europe

Industry: Consumer Goods

Employees: 15 thousand

Locations: 42 global offices

EXECUTIVE SUMMARY

Reasons Vyopta was chosen:

- Best-in-class Cisco endpoint monitoring
- Skype for Business analytics
- Real-time monitoring of live calls and meetings

With Vyopta, they are now able to:

- Troubleshoot bad live and recent calls
- Identify systemic issues affecting each office location
- Generate usage, adoption reports for leadership

COLLABORATION ENVIRONMENT

Calling: Cisco Unified Communications Manager (CUCM)

Conferencing: Cisco Meeting Server (CMS)

Desktop, Mobile Clients: Microsoft Skype for Business

Room Systems: Cisco Webex Room Kits

Phones: Cisco IP phones

CHALLENGE

Collaboration is a key component to how one of the world's most iconic consumer goods companies meets its corporate commitment to the development of children around the globe. With workers distributed across 42 office locations globally, their challenge was making sure that each call or meeting, whether voice or video, met the standard to be productive. To avoid employees having to worry about the mechanics of the technology itself, simplicity, reliability and quality of experience have become critical to the business.

The company recently completed upgrading all of their conference room endpoints to newer room systems like Cisco Webex Room Kits. Their environment also includes call manager and conferencing platforms from Cisco, as well as Skype for Business clients that are actively used by 9,000 workers for calls, meetings, messaging and app sharing.

Before Vyopta, the shared digital experience team had limited visibility into what caused a low quality call or meeting and where it was occurring, and relied on a combination of vendor tools, network monitoring tools, and ad-hoc manual analysis. With a complex, multi-vendor, UC environment, the company needed a solution that could monitor and analyze data all in one location, while being intuitive enough to be used by their Business Support team and detailed enough for their UC experts and admins.



SOLUTION

The search for a solution led them to Vyopta's Collaboration Performance Management (CPM) platform, which was designed to manage performance across both their Microsoft and Cisco environments.

The Business Support teams in Europe support the entire global organization and leverage Vyopta to manage user-reported tickets and troubleshoot quality issues. The European-based Shared Digital Experience team of collaboration architects, admins and engineers leverage the platform to stay ahead of important meetings and company events that require the collaboration endpoints, and assist Business Support with diagnosing issues. The team also leverages CPM's historical analytics capabilities to understand performance trends across their global locations, providing them with insight to improve operational planning and technology expenditures as well as address systemic issues that affect performance or user experience in a given location.

Before Vyopta, the company lacked a solution that could provide real-time insights into live calls and meetings that involve Cisco or Skype technologies. Having this visibility, along with the option to go back and investigate past calls, has helped the company to become more proactive in managing their environment and user experience, and solve issues before they impact the business.



“We really like the breadth and depth of information we can get about our Cisco endpoints within Collaboration Performance Monitoring, and have not found a better monitoring and analytics solution for Skype for Business”

Senior UC Engineer

Vyopta is a leading provider of collaboration performance management and meeting room insights solutions. With coverage that spans video, voice, and messaging from Cisco, Microsoft, Poly, Pexip, Zoom, Bluejeans, and more, Vyopta helps companies improve quality of experience, accelerate workplace transformation and optimize investments across UC and conference rooms. Vyopta monitors and analyzes over 2 billion meeting minutes annually across the largest enterprises in the world, including Bloomberg, AstraZeneca, Stanford University, Shared Services Canada and the US Department of Veterans Affairs.

Learn more at vyopta.com

@2019 Vyopta Incorporated.