

Oil and Gas Company Optimizes Value in Unified Communications Investments by Developing a 3-year Roadmap

CASE STUDY

Client Challenge:

Infrastructure Consulting – Unified Communications Roadmap

Situation:

- Company running Exchange 2003 and LCS on End of Life hardware
- Separate UC technology initiative moving at different paces with the little integration strategy
- Support model varied based on technology and location

Engagement:

- Performed a thorough evaluation of the United Communications technologies being used throughout the enterprise, including telephony, telepresence/video, mobility, IM and Presence
- Developed a 3-year UC roadmap with accompanying business case based on business needs and trajectory of current initiatives
- Developed requirements and RFP to bid out Email and IM platform as a service

Results:

- Email and IM platform technologies implemented by third party Supplier as a service at a lower cost than previous EOL environment
- Greater interoperability between technologies, connecting everyone from end users in remote locations to high level executives
- Enhanced network strategy to handle increased UC bandwidth and deliver better QoS
- Clearly defined support model

