
Transforming the industrial digital workplace

A multinational conglomerate migrates to a new intelligent collaboration solution



Atos

Trusted partner for your Digital Journey

At a glance

Multinational conglomerate unifies communications to boost productivity and reduce costs through intelligent collaboration.

Outcomes:

- Integrated publicly switched telephone network with VoIP
- 11,000 users migrated over 5 weeks
- 60,000 more users to be migrated based on initial success
- 80,000 Office 365 Skype users supported in 42 countries

A large enterprise has been working with Atos for traditional telephone management services across its offices in several countries. When this traditional infrastructure needed to be updated, Atos created a platform to connect Skype, on Office 365 in the cloud, to the company's existing publicly switched telephone network core. The unified communications have helped the company improve team productivity, while minimizing disruption and maximizing savings. 60,000 users in the Americas and Asia-Pacific regions will be migrated in 2019 based on the success of the initial phase.

Keeping pace with rapid technological evolution means updating to software-defined machines and solutions that are connected, responsive and predictive.

One of the largest global enterprises, with over 300,000 employees in numerous industries worldwide, realized that improving team collaboration would lead to a more unified and effective workplace. If new unified communications technologies could improve their collaborative capabilities, there was no better business case.

Improving collaboration while reducing costs

Employees had been using Skype for internal calls and traditional publicly switched telephone network (PSTN) lines for external calls. Having two interfaces for different types of calls created a complicated end-user experience. Migrating to one interface by moving to Skype would make collaboration easier and more effective.

Other goals for the migration included:



Reducing capital on the company's balance sheet



Creating efficiencies by consolidating two solutions into one



Maintaining compliance with country telecom regulations and gauging the associated impact on call routing and networking

The company had been working with Atos for traditional telephone management service across multiple countries. It sought to extend this engagement further to find a mechanism to simplify its estate, extend it into a single global platform and give the users a single interface.

This all had to be achieved while maintaining the flexibility to use more advanced features of traditional telephony switches where there was business need.

Atos reacted quickly and stood up a proof-of-concept environment that could handle 10,000 users. The initial environment was built and connected in two months. Then, 11,000 users were migrated over the next five weeks.

Initiation

Consulting and testing to preserve investment in current systems

2-month POC

Proof-of-concept environment created for 10,000 users

Intelligent collaboration

At the initiation, a significant amount of testing was done with the intention to use what was available – to preserve the conglomerate’s investment in its current systems. The project team also analyzed the impact of introducing Skype for external calls (in addition to internal calls) on the network. The scale of deployment was decided accordingly.

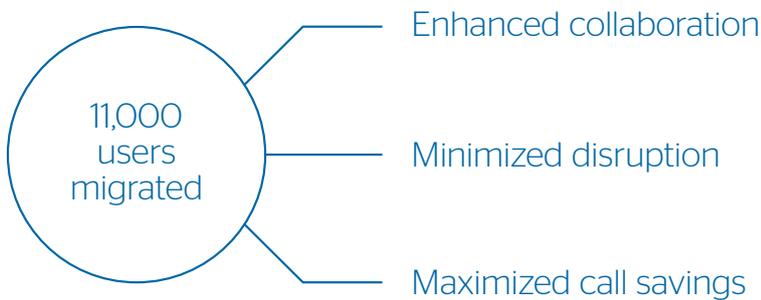
Atos created a new platform allowing the connection of Skype, running on Office 365 in the cloud, to the company’s existing PSTN core. It enabled the delivery of traditional external phone calls to Skype. Multiple telephony technologies, combined with Microsoft Cloud Connector Edition servers, were used to create an effective collaboration solution. This workplace transformation is a part of the Atos Digital Workplace solution. Components of the migration included:

- Digital Workplace Intelligent Collaboration services for the Office 365 Skype collaboration solution via cloud interconnect to the traditional voice estate with PSTN breakout
- Digital Workplace Help and Interaction Services providing second- and third-level support to over 80,000 users of Office 365 Skype collaboration in 42 countries
- Digital Workplace transformation services to migrate the users from their traditional voice estate into the new collaboration solution

The first phase of the migration was delivered to Europe, the Middle East and Africa on time with good user experience.

Business impact

After five years on this platform, the company is happy with its unified communications delivered by Atos. The cloud-based Intelligent Collaboration OpEx solution improved team productivity within the business and beyond. The rapid migration of 11,000 users enhanced collaboration while minimizing disruption and maximizing call savings. The company plans to migrate another 60,000 users in the Americas and Asia-Pacific regions over two months in 2019, based on the success of the initial phase.



Why Atos

Atos-designed Digital Workplace models work the way you need to work now. From advisory to consulting and design thinking. From business and vertical solutions, including applications, to the Digital Workplace platform. We deliver workplace transformation end-to-end or piece-by-piece, addressing your employees’ needs with no compromise on security.

Learn more at <https://atos.net/en/solutions/atos-digital-workplace> or send an email to info.na@atos.net.

5-week transition

11,000 users migrated

5-year maintenance

80,000 users supported

2-month phase 2

Expansion to 60,000 users in Americas and Asia-Pacific

About Atos

Atos is a global leader in digital transformation with 120,000 employees in 73 countries and annual revenue of over € 12 billion.

European number one in Cloud, Cybersecurity and High-Performance Computing, the Group provides end-to-end Orchestrated Hybrid Cloud, Big Data, Business Applications and Digital Workplace solutions through its Digital Transformation Factory, as well as transactional services through Worldline, the European leader in the payment industry. With its cutting-edge technologies and industry knowledge, Atos supports the digital transformation of its clients across all business sectors. The Group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and operates under the brands Atos, Atos Syntel, Unify and Worldline. Atos is listed on the CAC40 Paris stock index.

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Let's start a discussion together



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