MANAGED MICROSOFT TEAMS AND SD-WAN HELPS GLOBAL AUTOMOTIVE SUPPLIER ACCELERATE PRODUCT DEVELOPMENT WHILE OPTIMIZING COSTS

Tata Communications fully managed Microsoft Teams and SD-WAN solution transforms the Customers collaboration and product development activities, by removing surplus services and on-premise equipment from Customer's telephony estate

28 sites in 16 countries connected by Microsoft Teams

CHALLENGE

Specialist supplier of automotive systems needed a robust collaboration platform for clients and development teams worldwide.

A leading-edge, secure and cost-effective system would replace expensive legacy IP and analog telephony.

The project covered 28 sites equipped with heterogeneous, largely undocumented services and devices, in 16 countries.

SOLUTION

Managed Microsoft Teams and Global SIP Connect from Tata Communications enable cloud-based collaboration. Tata Communications SD-WAN solution provides end to end management and visibility of network with analytics and reporting. This reliability has laid the foundation for MS Teams DR deployment globally. DR provides PSTN replacement and DID numbers on 14 sites. SBCs in a managed service wrap connect remaining 14 sites to Microsoft Teams and the company's voice systems.

RESULTS

Single app for all communications with 100% user adoption. Easier telephony cost control as company only pays for what it uses. Global telecom Partnership with 600 plus Mobile operators and Service providers offer best in class voice services. Product development cycles are far shorter thanks to secure and streamlined collaborative working. Training and processes, provided by Tata Communications for third-party desktop support provider, raised productivity.

Meticulous due diligence and detailed documentation

Telephony costs reduced and better controlled

SERVICE & SUPPORT

Meticulous due diligence by Tata Communications provided detailed and comprehensive documentation and use cases.

Completing 85% of the design up-front, Tata Communications worked with local people to verify all network equipment and remove superfluous kit.

Faster product development through improved collaboration