

Ansell

Case Study

Driving Excellence: Ansell™ Enhances Collaboration and Boosts Efficiency with Tata Communications GlobalRapide

Tata Communications GlobalRapide for Microsoft Teams Powers Ansell's Transformation



Collaboration: A Business Imperative in a Connected World

In today's fast-paced and interconnected landscape, collaboration is no longer optional—it's essential for organisations striving to succeed. Seamless teamwork across teams and locations fuels operational efficiency, fosters innovation, and ensures the agility needed to meet dynamic market demands. In industries such as health and safety, manufacturing, and life sciences, effective collaboration is especially critical. It directly impacts worker safety, drives industry advancements, and ensures that teams across various sectors work together effortlessly to deliver optimal outcomes.

Ansell, a global leader in health and safety protection solutions, exemplifies the importance of collaboration. Operating across the Americas, EMEA, and APAC regions, Ansell manufactures essential products that enhance human well-being. Seamless collaboration and connectivity have been the cornerstone of their efficient operations and fast decision-making.

This case study explores how Ansell transformed its communication infrastructure by adopting Tata Communications GlobalRapid for Microsoft Teams. Discover how this transition enabled Ansell to achieve greater flexibility, enhance employee experiences, and unlock significant cost savings.

Enhancing Communication to Support a Dynamic Workforce

Ansell operated across multiple regions with a variety of communication platforms, including on-premises systems and PSTNs. As the company expanded, it recognised the opportunity to create a more standardised and agile communication framework to support its growing workforce.

Additionally, managing traditional PBX systems required ongoing maintenance and investment. As Ansell expanded, the need for greater flexibility became clear. Employees primarily relied on fixed-location communication, which posed challenges for remote work and seamless global collaboration. With teams operating across multiple time zones and regions, the company sought a solution that would enhance connectivity, improve responsiveness to customer needs, and support a more agile work environment.

To achieve this, Ansell sought a modern, scalable solution that would unify communication across its global operations. The goal was to enable seamless collaboration, support a mobile workforce, and ensure reliable connectivity—regardless of location. By adopting a flexible, cloud-based approach, Ansell aimed to enhance employee experience while maintaining high standards of customer service and operational efficiency.



About Ansell

Ansell is a global leader in health and safety protection solutions, delivering innovative products designed to safeguard workers across diverse industries worldwide. With a legacy spanning over 130 years, Ansell operates in more than 100 countries, providing comprehensive personal protective equipment (PPE) to millions of workers every day. Committed to sustainability, Ansell continually enhances its environmental and social practices, driving positive change while protecting people and workplaces globally.

Revolutionising Communication with Tata Communications GlobalRapide



TATA COMMUNICATIONS
GlobalRapide

Ansell chose to transition from legacy PBX systems and on-premises infrastructure to Microsoft Teams Direct Routing to streamline its communication infrastructure and enhance flexibility across its global workforce. This shift was driven by the need for a modern, scalable solution that could support seamless voice communication, integrate collaboration tools, and enable remote work capabilities, all while reducing the maintenance costs associated with legacy systems.

Tata Communications was the ideal partner for Ansell, thanks to its unmatched global reach and extensive coverage—key factors in Ansell’s decision to collaborate with them on this critical project. Tata Communications deployed GlobalRapide for Microsoft Teams to modernise Ansell’s telephony infrastructure across 11 countries, seamlessly serving over 1,000 users. This global coverage ensured reliable connectivity across key locations, including offices in Melbourne, Mumbai, Shanghai, Brussels, São Bernardo, Krakow, and Deerfield, among others, supporting Ansell’s vision for a unified and scalable communication solution.

By integrating PSTN capabilities into Microsoft Teams through Tata Communications GlobalRapide for Microsoft Teams, Ansell empowered its workforce to make and receive calls from any Teams-enabled device, regardless of location—whether in the office, working from home, or on the go. This widespread deployment ensured seamless communication across time zones, driving operational efficiency and fostering collaboration.

In some geographic regions, fully replacing the traditional PSTN system with Tata Communications GlobalRapide was not feasible due to local constraints or regulatory requirements. To address this, Tata Communications deployed Session Border Controllers (SBCs) in these areas, ensuring uninterrupted service. This adaptable approach enabled Ansell to maintain seamless communication capabilities while transitioning to a modern solution.



Increased Flexibility and Enhanced Collaboration with GlobalRapid

Switching to a PSTN replacement solution revolutionised how Ansell operates. Employees gained the flexibility to communicate seamlessly using any device—whether desk phone, laptop, or mobile—without location constraints. This was especially valuable during the pandemic, as Ansell was already equipped for remote work, ensuring minimal disruptions.

The solution proved highly effective across the organisation, providing a smooth and reliable communication experience. The absence of complaints underscored the solution's reliability. "If there's no complaint, that's always a good sign," said **Lukasz Jelenski, Director of Global Infrastructure Engineering at Ansell**.

Ansell streamlined its telephony infrastructure, reducing complexity and enhancing cost efficiency. Simplified contracts, fewer desk phones—down to just 10% of prior usage—and the elimination of multiple local providers contributed to this optimisation.

Employees praised the seamless integration of calling and collaboration within Microsoft Teams. The ability to use a single platform for instant messaging, calls, and meetings enhanced both user experience and productivity. Most employees even adopted Teams on their mobile devices, ensuring consistent connectivity.

Key Benefits at a Glance

- **Achieved cost efficiency by consolidating contracts and reducing hardware.**
- **Flexibility to work from anywhere**, fostering remote working and global collaboration.
- **Improved employee experience** with a unified platform for calls and messaging.
- **Simplified telephony management**, replacing multiple local providers with a single service.
- **90% reduction in desk phone dependency**, enhancing mobility and minimising hardware costs.

Ansell's journey with Tata Communications GlobalRapid illustrates how a unified communication solution can drive operational efficiency, optimise costs, and enhance employee satisfaction in a global organisation. By embracing innovation, Ansell has created a future-ready communication framework that not only supports its operational goals but also strengthens its mission to enhance human well-being.

Partnering with Tata Communications has been a game-changer for Ansell's global communication strategy. This transformation has empowered our teams to work more cohesively across borders, boosting productivity and positioning us for continued success in an increasingly connected world.

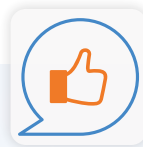
Lukasz Jelenski,
Director of Global Infrastructure Engineering at Ansell.



Achieved cost efficiency



Flexibility to work from anywhere



Improved employee experience



Simplified telephony management



90% reduction in desk phone dependency

Build your future through a digital customer experience

If you are an enterprise looking to transform the way your customers experience your product, talk to your Tata Communications representative about your company's digital transformation.

- How you can reach your high value customers in the most convenient way?

Transform Now

About Tata Communications

A part of the Tata Group, Tata Communications (NSE: TATACOMM; BSE: 500483) is a leading global commtech (communications technology) player powering today's fast-growing digital economy in more than 190 countries and territories. Leading with trust, it enables digital transformation of enterprises globally with collaboration and connected solutions, core and next gen connectivity, cloud hosting and security solutions and media services. 300 of the Fortune 500 companies are its customers and the company connects businesses to 80% of the world's cloud giants. For more information, please visit www.tatacommunications.com

Follow us on:

