

INTERNATIONAL FOOD GIANT SEES GLOBAL COLLABORATION WITH 116 SITES MIGRATED TO MS TEAMS DR WITHIN A SHORT SPAN OF 120 DAYS

CUSTOMER OVERVIEW

Headquartered in Ireland, the customer is an international leader in taste & nutrition innovation, creating ingredients for products people enjoy & feel better consuming.

DEAL DETAILS

Deployment Region: Global

Size : 116 Sites across 19 Countries (100 Cloud Based, 16 Hardware Based)

SOLUTION

Microsoft Teams Direct Routing and Tata Communications GlobalRapid

116

Sites Covered in 19 Countries across the Globe

30%↓

Potential Cost Reduction

120 Days

Planned for complete Assessment and Migration



BUSINESS CHALLENGE

- The customer wanted to migrate to MS Teams
- Teams DR Enablement was needed
- The customer also wanted to undertake PSTN transformation from native on-premises voice to a cloud-based environment
- They required 3rd party carrier management and existing Session Border Controller (SBC) management as part of the Teams Migration global deployment
- Due to regulations in a few countries, Cloud-based solutions were not permitted. In such countries, a hardware-based solution was required
- The customer did have an existing provider; however, they were dissatisfied with the provider's service quality
- They were on the lookout for a holistic partner who could provision MS Teams, support migration (with a short lead time), manage lifecycle and plugin PSTN.



OUR USP

- Initial discussions started three years prior to the deployment when Tata Communications enabled MS Teams DR in two countries. The customer was satisfied with the quality of service, paving the way for future deployments
- An experienced team with extensive expertise in migration services was allocated by Tata Communications
- Tata Communications ensured parallel preparation/execution of sites allowing for smooth delivery
- Tata Communication Enterprise Domestic Voice (EDV) consolidated PSTN services globally with Direct Routing
- The following services were provided to the customer - Enterprise Control Panel, Teams Direct Routing, Teams Managed Services, Intelligent Collaboration Monitoring (ICM), Carrier Management and 24/7 Managed Support
- Tools & Automation provided included - E-Bonding, GlobalRapid and Intelligent Collaboration Monitoring (ICM)
- Customer obtained service assurance with Self-service Customer Portal, a dedicated Customer Success Team and Guaranteed Service Availability



BUSINESS IMPACT

- With MS Teams, the customer now has a global collaboration footprint
- Having Tata Communications as the single partner with a single unified contract enabled outsourcing of complex operations and would reduce cost by approximately 30%
- 100 out of the customer's 116 global sites were PSTN transformed with no special hardware footprint
- For the remaining 16 sites based in regulated countries, complete configuration, monitoring and management of equipment was provided
- End-to-End management with GlobalRapid Portal and Integrated Monitoring Tools improved visibility
- Customer's existing Session Border Controller (SBC) equipment was safeguarded
- The Control Panel provided flexibility to admins
- The entire assessment of the estate and migration was planned to be completed within just 120 days
- The customer can now rely solely on Tata Communications for any future UCaaS requirements