

WORKPLACE TRANSFORMATION

Designing a collaborative workplace for the digital workforce

The distributed model of work is here to stay. Omdia found in its Future of Work 2022: Hybrid Work Insights survey that over the next two years, 48% of the total workforce will work in a mobile or hybrid fashion. Distributed workers need seamless collaboration applications and voice connectivity to reduce digital friction and improve productivity – and moving to the cloud is the best way to ensure exceptional employee experience.

However, migrating efficiently from legacy systems to a single cloud-based platform is not easy. Standardising **user experience, enhancing interoperability, consolidating platforms/vendors, simplifying regional complexities** while adhering to compliance and security requirements all require careful handling.

Tata Communications helps you seamlessly migrate to and adopt collaboration applications, on the bedrock of a secure, stable and performing voice infrastructure. Whether moving to the cloud, struggling through assessment, deployment, adoption, management of endpoints or the voice infrastructure, Tata Communications offers integrated voice and collaboration solutions. With an end-to-end managed services and automated platform, we ensure that you remain compliant and secure, while enabling best-in-class meeting room experiences with multi-country end-point devices, room systems and cloud video interop providers. You get to experience best-in-class single pane of glass visibility into usage, performance, quality and troubleshooting, thus streamlining operations and ensuring that your users get enhanced user experience and quicker time to market.

700+ customers – including 300 of Fortune 500

126 countries and territories

No. 1 international voice carrier - 32 B voice minutes per annum, 6 B VAS minutes per annum

Blocked 4 Mn fraud call attempts a month

2020 Frost & Sullivan Unified Communications Service Provider of the Year

Inhouse expertise – CCIE certified, ITIL certified service voice and video specialists, MS certified CCNA, SIP School

Our portfolio

Our Unified Collaboration & Communications portfolio enables your workplace transformation through:



Tata Communications GlobalRapid: A set of managed services and automation tools to help you transition to cloud collaboration solutions such as Microsoft Teams or Cisco powered services.

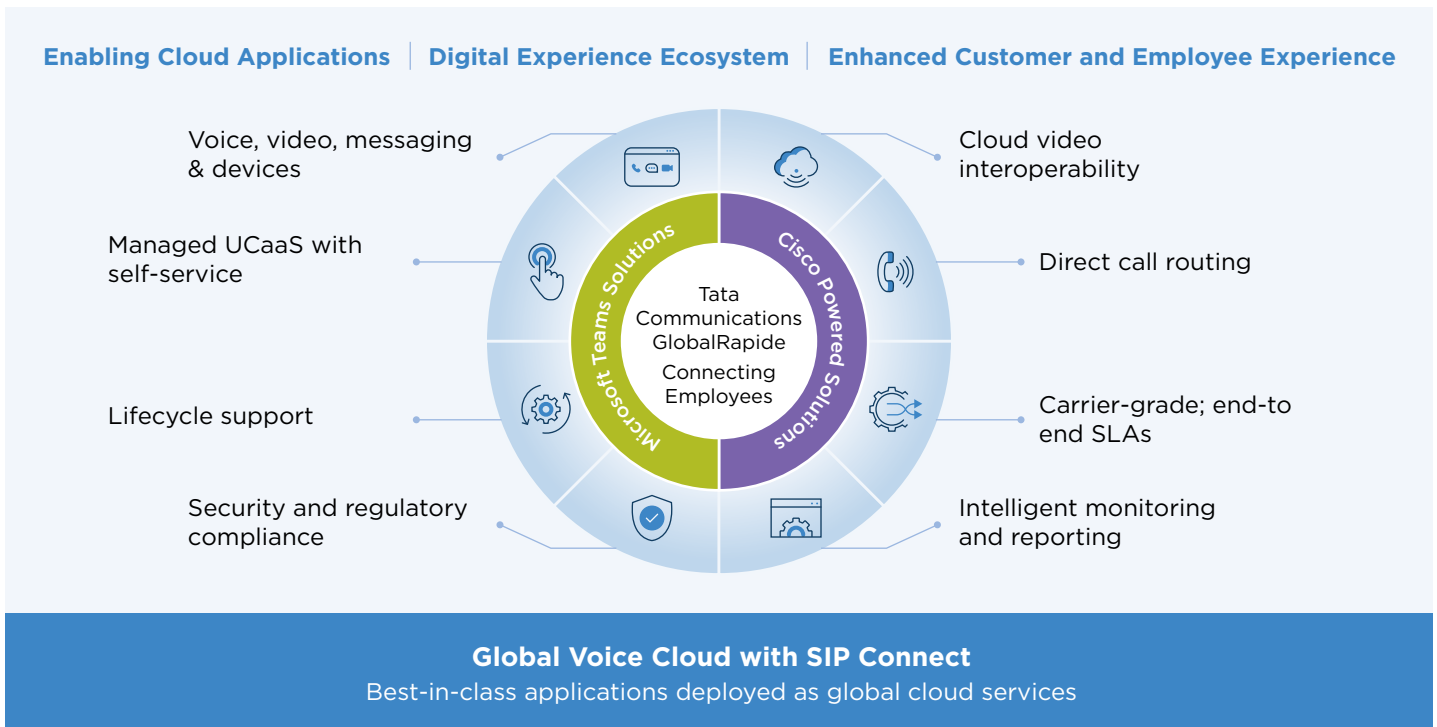


Enterprise voice services that bring in seamless and secure voice connectivity through our Global SIP Connect, with built-in Fraud Prevention as a Service on the voice infrastructure layer.

Customer benefits

- **Managing migration complexity while protecting legacy investments:** Maximise RoI on legacy investments
- **Ensuring interoperability:** For a seamless user experience
- **Enhanced visibility and monitoring:** Ease of management
- **Regulatory compliance across the globe:** For ease of management
- **Secure, stable and performant voice infrastructure:** for enhanced user experience

Collaboration solutions overview



Pernod Ricard

Pernod Ricard, an international wines and spirits company improved collaboration and ROI by evolving from a patchwork of ancient voice systems and mismatched collaboration technologies to Tata Communications Microsoft Teams Direct Routing with Global SIP Connect.

“Digital transformation doesn’t come much more fundamental than this. The managed Microsoft Teams service is bringing about an evolution in how our business collaborates and talks among itself on a worldwide scale.”

Antonio Eguizabal, Head of Global IT Operations Global Services, Pernod Ricard

Microsoft Teams **replaces siloed working**

Significant reduction in cost of ownership

20,000 users to be linked worldwide

5,000 users will have PSTN capabilities

China Airlines

The Airline’s original setup had multiple Private Branch Exchanges each serving a separate country. It had no means of providing an effective unified collaboration medium, nor the ability to support work from home for 60 Users in Phase 1, growing to 10,000 users in subsequent phases. The airline implemented Webex Calling by Tata Communications, a managed Cloud Calling solution powered by Cisco Webex technology and incorporated enterprise-grade Cloud Calling, a PBX platform, OTT/Internet-based access and connectivity with bundled domestic and international PSTN Voice minutes, thus transforming China Airline’s communication landscape.

Single provider set-up significantly **reduced costs**

Uptime of 99.99% translated to non-disruptive UX

Navico

Navico, a global marine electronics firm, needed to connect 2000 users across 20 global sites by unifying and consolidating legacy collaboration operations. Tata Communications provided a fully managed Microsoft Teams solution, bringing in our systems integration competence and global coverage capabilities.

2,000 users across 20 global sites

15 service providers **reduced to one**

20 to 30% return across multiple projects