



FROM OVERBUILT TO UNDER BUDGET

Managed Video Services for a Global Biotechnology Company



Customer Challenge

Understanding its importance in the biotechnology industry, a global company adopted video conferencing to assist with research and development advancements and enhance meetings between leadership, HR, IT, and marketing. It began by installing 40 video conferencing endpoints in its conference rooms and huddle rooms.

The company owned its on-premises video infrastructure, but it struggled with maintaining its video conference rooms. The rooms had been overbuilt and contained endpoints from a variety of manufacturers, which resulted in them being too complicated for the internal IT team to maintain and manage. Cisco referred the company to ConvergeOne, recognizing that the ConvergeOne Visual Experience Group (VXG) had the necessary experience and expertise to streamline the company's video environment.



The Customer's Desired Outcome

To simplify its complex video conference room designs and offload management of the video environment to a partner that's equipped to handle the day-to-day responsibilities.





The ConvergeOne Response

ConvergeOne's VXG provides managed video services to the customer, serving as an extension of its IT department. For the past four years, these services have included software upgrades, proactive monitoring alerts, management of the Cisco video endpoints, and onboarding of new video codecs.

ConvergeOne has solved the customer's issues by streamlining the video deployment and creating global standards so that the video experience remains the same across facilities. ConvergeOne has standardized on Cisco and Dolby video endpoints and simplified the room designs. Because the company's workspaces do not include individual offices, the video conference rooms and huddle rooms have become the focal point of its facilities.

Video has become stable and very easy to use, even as the company has grown its environment from including 40 endpoints to 500 endpoints. ConvergeOne has made the scaling process painless by following industry best practices of keeping things simple to use, simple to service, and in adherence to global standards so that all rooms behave the same. The customer has complete confidence that ConvergeOne will save it money while building rooms that meet its exact needs.

Recently, the customer worked with ConvergeOne to outfit a large campus with Cisco and Dolby video conference rooms, and ConvergeOne's VXG team was able to register all of the Dolby conference rooms into Cisco Unified Communications Manager (CallManager). Because ConvergeOne understands that video is a real-time, mission-critical technology, it included spare endpoints that are available on-campus and can be swapped out immediately if the need arises. This prevents the customer from dealing with gaps in its video experience by having to wait for the manufacturer to fix or replace a malfunctioning endpoint.

Results

While many other video resellers just build conference rooms, ConvergeOne remains engaged with managed video services, conferencing services, and network services. The relationship is so strong and collaborative that when one of the customer's employees wanted to move to be closer to his family, the customer supported the idea of having him work for ConvergeOne as a multimedia engineer so it could continue to have access to him.

ConvergeOne's multi-vendor and multi-practice expertise has led to it being brought into other projects involving areas like voice, contact center, cybersecurity, and data center. In fact, the customer is currently working through a proposal for a ConvergeOne Cloud Experience (C1CX) unified communications solution.



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