daisy. | IDC

BESPOKE COMMUNICATIONS SOLUTIONS FOR GREATER BUSINESS PERFORMANCE

International Data Corporation (IDC) is the premier global provider of market intelligence, advisory services and events for the information technology, telecommunications and consumer technology markets. IDC helps IT professionals, business executives, and the investment community make fact-based decisions on business strategy and technology purchases.

International Data Corporation is a customer of Daisy (formerly Alternative).

The Challenge

DC's disparate UK workforce relies on seamless communications to perform effectively. Although it provides good telephony, the existing service was expensive and poorly managed. Billing was too retrospective, costs too high and back-end processes too slow. IDC needed a more responsive and flexible service designed for the demands of its EMEA-wide business.

The Solution

Following a collaborative process based on understanding IDC's requirements and establishing a productive partnership, Daisy deployed a bespoke communications system so IDC can be more effective commercially and operationally.

IDC's existing Cisco telephone infrastructure was retained. By implementing Vodafone's Business Traveller tariff, which offered a 25% discount on calls, with a reduced line rental for BlackBerry phones, resulted in a reduction in the expensive monthly administrative fees.

Synapse, Daisy's dynamic service interface, was installed as part of the solution to allow the IT team and management to have a birds-eye view of the amount spent on calls and be able to set caps and alarms to avoid unnecessary bill shock. A Prince-2 qualified account manager ensures that the systems transfer process was efficient and hassle-free. A dedicated, field based client manager organised quarterly business reviews to maintain high standards and bring the latest technological innovations to market quickly.

ⓘ AT A GLANCE

Company: International Data Corporation

Industry: Telecommunications

Sites: 50+

Employees: 1,001 - 5,000

Objectives:
- Upgrade to a more cost-effective telephony platform
- Improve back-end processes

Solutions:
- Lines & Calls, Mobile

Results:
- Considerable cost savings thanks to discounted business tariff and flexible fixed lines tariff
- Automated Synapse platform means IDC can access updates in real time and spend less time chasing faults and repairs

The Result

To date, Vodafone's discounted Business tariff as well as a flexible call tariff on fixed lines, has given IDC considerable cost savings. Meanwhile, IDC now spends less time managing and chasing faults and repairs in the system, thanks to Synapse which automates such processes and updates in real-time. As a result, IDC has full visibility of Daisy's performance against SLAs at all times.

Find out how Daisy can help your organisation:
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