



# CUSTOMER PROFILE

## UPGRADED UC SOLUTION ALLOWS FOR SUPERIOR CUSTOMER INTERACTION ON INTERNATIONAL SCALE

The customer is a multinational home and professional appliance manufacturer employing 48,000 staff worldwide, 352 of which are based here in the UK out of two southern-based offices.

### **i** AT A GLANCE

**Industry sector:** Manufacturing

**Employees:** 1-500 UK

**Solutions/services taken:**

- Unified Communications
- Managed Services

**Related products:**

- MX-One

**Total Contract Value:** £90K - £100K

**Length of Relationship:** New

### The Business Challenge

As part of their global IT roadmap, the customer was looking to upgrade their existing Mitel UC solution which, at the time, was provided by another incumbent. They approached Daisy for help with creating a communication platform that was fit for purpose, future-proof, and that would allow the business to integrate with its global contact centre which was being rolled out as a priority internationally in order to provide superior interaction with its customer base. As part of the conversations and subsequent meetings held with Daisy, the importance of a successful global comms platform was made abundantly clear.

As a new win for Daisy, it was critical for us to ensure that we had the relevant engineering skills and support available in order to help the customer move the project forward. The commercials were important during the discussion phase, and the customer was prepared to buy additional resources to speed up the process. Accreditations with Mitel were also required and very relevant and also had to ensure we adhered to the stringent timelines provided.

Support was provided on the MX-One UC estate and its applications, as well as their Audiocodes hardware for the installation and configuration of the customer's new SIP provision.

### The Solution

Daisy proposed a unified communications solution comprising a Mitel upgrade with SIP enabled. This was an end-to-end service, from design and implementation, through to support and management in line with the customer's needs and stipulated timelines. In addition, we provided them with two years' worth of support on SLAs - which the customer themselves proposed - as well as software assurance and an ongoing mechanism where the customer can contact our presales and technical architects and work in conjunction on any future projects that may come up in the future.

The project started in July 2020 and was completed between August and September of the same year. The total contract value (TCV), with all orders considered now stands between £90-100K.

Further Mitel licencing has been purchased since, to expand the SIP provision. Further engineering has also been purchased to assist with UC projects and the virtualisation of their global contact centre.

### Benefits and Results

The customer now has a more resilient solution that is up to date from a service pack point of view. The business is achieving cost savings thanks to the integration of SIP as call costs have been significantly reduced. Tangible business benefits are also felt by being linked into a global call centre which allows the customer to integrate with their customers far better, as was the overall priority.

This global contact centre integration with their UK UC solution now gives them a far greater resiliency as the UC platform is compatible with their cloud CC solution. This has led to a much faster, more customer-friendly interaction and a joined-up global CC solution. The customer has been so impressed with the way that Daisy carried out the UC upgrade and support that they have asked us to look at their network replacement project. This starts with paid consultancy and an audit followed by our recommendations and replacement proposal. We have also recently provided the customer with a video conferencing solution based on Polycom technology in two locations.

With possible new LAN opportunities in the future, including conferencing solutions, ESG will be a factor to discuss i.e. the power consumption and energy costs to run a new solution and how Daisy can help support that.