

CASE STUDY

CISCO WEBEX TEAMS
INTENSIFIES GLOBAL
TEAMWORK TO GIVE KPIT
CLEAR COMPETITIVE EDGE.

TRANSFORMATIONAL CISCO WEBEX TEAMS PLATFORM POWERS TECHNOLOGY COMPANY'S SMART COLLABORATION STRATEGY.

BUSINESS CHALLENGE

Part of the KPIT Smart Enterprise vision, Smart Collaboration set out to transform workflows and business processes globally through enhanced teamwork and enriched collaboration. But existing standalone unified communications solutions didn't talk to each other, which hindered productivity and hampered problem-solving. Integration on a single platform would open unimagined opportunities.

SOLUTION

A company-wide Cisco Webex Teams rollout delivered and directed by Tata Communications brought physical and virtual teams together. A complete collaboration suite – including voice, video, web, and third-party integration – Cisco Webex Teams connects people irrespective of locations or devices. Cisco Webex Board, a touch-based interactive device, had a catalytic effect in firmly engaging KPIT people with the Smart Collaboration ethos.

BUSINESS BENEFITS

Cisco Webex Teams managed by Tata Communications is dynamising the company's Smart Collaboration strategy. Encouraging continuous global teamwork, Cisco Webex Teams is now the preferred collaboration platform. People can use their own devices to extend the conversation before, during and after virtual meetings, making Cisco Webex Teams integral to their workspaces and workflows. And powered by the platform's open standards, bots and integrations, the desired business process revolution is being ignited.



50% cost savings on internal calls



25% reduction in travel time and expense



25% drop in total cost of ownership



80% faster network fault resolution

“Using the Cisco Webex Teams platform to bring collaborative benefits to our employees and customers helps in productivity improvements and offers significant competitive advantage.”

**MANDAR MARULKAR
CHIEF DIGITAL OFFICER, KPIT**

ABOUT KPIT

KPIT Technologies is a global IT consulting and product engineering firm. The company's more than 11,000 professionals partner with over 200 global corporations to co-innovate domain-intensive technology solutions in areas such as automotive, very large-scale integration, high performance computing, manufacturing, energy, and model-based design.

For more information go to <https://www.kpit.com>.

KEEN CASE FOR SMART COLLABORATION

A worldwide technology leader, KPIT works with more than 200 global corporations through 10 development centres and 34 offices across 17 countries. It has filed more than 60 patents and won many awards for innovation. Mandar Marulkar, Chief Digital Officer, says: “We focus on helping our clients run their businesses better, so we were naturally keen to improve our own operational effectiveness.”

Nothing less than a full digital transformation was needed. The resulting KPIT Smart Enterprise programme revolves around seven pillars: Smart Collaboration, Smart Campus, Smart Business Applications, Smart Insights, Smart Workforce, Smart Relationships and Smart Infrastructure.

With 98 per cent of its clients outside India and an over 11,000-strong global workforce, 65 per cent of them millennials, the Smart Collaboration pillar attracted keen interest. The company’s existing collaboration tools like IP telephony, Skype for Business, Webex, Microsoft Yammer and video conferencing weren’t integrated. The set up was complex, the individual services didn’t work together, and dealing with multiple service providers delayed fault resolution.

“We wanted an integrated and fully scalable suite of collaboration tools from a single provider to enhance teamwork right across the globe,” explains Mandar.



ELEVATING EFFICIENCY AND PRODUCTIVITY

The first step in the Smart Collaboration project was the choice of two powerful managed services from Tata Communications: Cisco Webex Cloud Connected Audio (CCA), which also uses Tata Communications’ global SIP services, and Cisco TelePresence video conferencing suites.

With advanced features like desktop sharing and app-based dialling there was an immediate 30 per cent productivity boost from the adoption of Webex CCA. As a managed service it also showed a reduction of over 25 per cent in total cost of ownership, including eliminating the expense of supporting the in-house Webex capability.

At the same time, with TelePresence the company saw a 25 per cent reduction in travelling time and expense. It also solved two of the biggest pains for KPIT: high conferencing call costs over public networks and poor quality of experience caused by jitter on inferior lines.



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MANAGED CISCO WEBEX TEAMS INFUSES TEAMWORKING END-TO-END

For the next phase of the Smart Collaboration project, KPIT chose Cisco Webex Teams for worldwide communication and collaboration on a single platform. From always-on messaging to smartphone-based video conferencing, with Cisco Webex Teams everything interoperates. Project team members can create and access virtual workspaces, joining meetings from anywhere using virtually any device.

In a three-month rollout, Cisco Webex Teams was extended to every one of the 11,000 people in the company, with 3,000 of those as super-users who organise meetings as well as attend them. That end-to-end adoption model has infused the Smart Collaboration ethos throughout the KPIT organisation.

Management of the Cisco Webex Teams rollout by Tata Communications extended to a unified licensing upgrade from Webex CCA, SIP calling for the global workforce, training and onboarding, and digital content support for various use-case scenarios. A major aspect was integration of the existing Cisco infrastructure with the new platform to ensure investment protection. That made the marginal cost of moving to Cisco Webex Teams a very affordable proposition.

Mandar says: "We chose Tata Communications to realise our Smart Collaboration vision because we wanted a managed platform to cure the headache of running everything ourselves. With the time saved, our IT team can add more value to the business."

CISCO WEBEX BOARD ACTS AS SMART COLLABORATION CATALYST

When Smart Collaboration exploded onto the KPIT global scene, adoption of Cisco Webex Board was the most catalytic element. Consumption rocketed.

Purpose-designed to be the only tool needed to collaborate within and between physical and virtual meeting rooms – combining wireless presentation, digital whiteboarding, HD video conferencing, and hi-fi audio calls – Cisco Webex Board is touch-based and effortless to use. Encouraging continuous teamwork, KPIT people can work together before, during and after a meeting on any device enabled with the Cisco Webex Teams app.

"In old-fashioned virtual meeting environments, a lot of the richness could be lost," explains Mandar. "People might record the output of brainstorming and resulting action points with, say, photographs taken on their mobiles. But there was little sharing, and follow-up could be patchy. With Cisco Webex Board, everything's captured and automatically saved to the Cisco Webex Teams virtual space; editable and in plain sight for all participants."

Cisco Webex Teams securely connects people and their ideas in physical rooms with virtual teams and meeting spaces. Mandar continues: "One can instantly invite people to a meeting from the web, from the office, from home – in fact, any medium you care to imagine – irrespective of time zone. They don't have to travel, and they can be productive for the rest of their day."



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OPEN PLATFORM CONFERS COMPETITIVE ADVANTAGE

The Cisco Webex Board deployment has seen staff enthusiasm take off. Meanwhile, supplementing earlier gains, Cisco Webex Calling is adding more value. As Mandar confirms: “We’re seeing cost savings of up to 50 per cent from IP-to-IP internal calling.”

The open nature of the Cisco Webex Teams platform is making significant impacts elsewhere. For example, KPIT people can directly involve customers in conferences to fine-tune their solutions. “Using the Cisco Webex Teams platform to bring collaborative benefits to our clients offers significant competitive advantage,” says Mandar.

“Through Cisco Webex Teams from Tata Communications, we’re able to offer our global employees the latest and most effective tools to help them collaborate on the move and quickly address our customers’ problems.”

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CHIEF DIGITAL OFFICER, KPIT

USER-FRIENDLY INTEGRATION OF THIRD-PARTY TOOLS

In addition, Cisco Webex Teams features user-friendly bots and integrations. App-specific and pre-coded, they can communicate automatically with third-party applications. Mandar says: “Interworking between Cisco Webex Teams and tools already in use by KPIT makes the Smart Collaboration platform stickier as people can also run apps they’re used to.”

The KPIT roadmap will see extended use of Cisco Webex Board, with units being installed throughout the company. Bots and integrations mean, for instance, video and spreadsheet files can be shared via Cisco Webex Board units to keep everyone on the same page in real time when it comes to things like performance dashboards and corporate messaging.

Another example is getting internal business apps like travel request processing to communicate over the Cisco Webex Teams platform. KPIT people can interact with their supervisors and finance teams to make such internal procedures faster and less labour-intensive. Meanwhile, Cisco Webex Teams brings together students from all over the world for training and familiarisation as part of the KPIT post-graduate induction programme.

SUPERLATIVE SERVICE AND SUPPORT ASSURED

The seamless rollout of Cisco Webex Teams to 11,000+ users worldwide used the proven programme management and service delivery processes for which Tata Communications is famous.

With the always-flexible, always-available and always-positive attitude backing the *Whatever It Takes* service philosophy embraced by Tata Communications, the managed nature of the solution sees service specialists available around the clock to keep the platform problem-free and always operating at peak efficiency across all geographies. “They bring their network expertise to bear for a superlative experience,” confirms Mandar.

With that global Tata Communications support organisation, KPIT enjoys access to a single point of contact for all its service needs. And because it’s no longer necessary to talk to three or four service providers, network fault resolution is 80 per cent faster, while an uptime SLA of 99.99 per cent is miles better than the frequent outages incurred by the previous arrangement.

“Throughout the last decade, Tata Communications has been our trusted partner to meet our global communications and collaboration needs and further embrace digital transformation,” concludes Mandar. “Now through Cisco Webex Teams from Tata Communications, we’re able to offer our global employees the latest and most effective tools to help them collaborate on the move and quickly address our customers’ problems.”

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