



CASE STUDY

HOSTED SKYPE FOR
BUSINESS SOLUTION
SPEEDS FULL OPERATIONAL
STATUS FOR GLOBAL
HEALTHCARE SPIN-OFF

WHAT TO DO IF STRANDED ON A LEGACY VOICE PLATFORM? SIMPLE. ADOPT A TATA COMMUNICATIONS CLOUD SOLUTION.

LEFT OUT IN THE COLD

Divested from a rationalising worldwide enterprise, this Global Healthcare Company found itself out in the cold when it came to infrastructure. The terms of the deal stipulated separation from its ex-parent company's systems within a six-month timeframe.

Worse, it would be left with a voice set-up consisting of legacy end-points only, without even the licenses required to run them. The core PBX on-premise platform with the application software and necessary licenses were to be retained by the ex-parent company.

FINDING BETTER WAYS TO WORK

The company's new management saw the chance to turn a problem into an opportunity. Seeking greater flexibility, they wanted to give their nearly 1,600 users around the world better ways to work together.

The choice was between more on-premise outlay or a more radical approach. The problem with an on-premise architecture was users were thinly spread across nearly 50 countries. That would make such a hardware solution hopelessly uneconomic, while the complexity would drain scant internal IT resources.

For least disruption, the Global Healthcare Company chose to work with its ex-parent company's technology vendor. An OpEx-funded cloud-based voice solution delivered to all four corners of the globe would be the escape route. Speed was of the essence and Hosted Skype for Business (HSfB) from Tata Communications was chosen.



45 countries
migrated in six
months



\$2 million
capital investment
avoided



40% cost saving
compared to
on-premise
solution



12-month
return on
investment

About the company

A global company dedicated to improving the health and lives of people suffering from an increasingly-common chronic disease, the company is active in nearly 50 countries. As well as producing world renowned monitoring systems, it is committed to adding more innovative and life-changing products to its portfolio.

“Tata Communications was one of only very few in the world with the scale and reach to meet our needs.”

ALL-ROUND SAVINGS WITH SCALABILITY ASSURED

A business case presented to the Global Healthcare Company showed that, compared to an on-premise solution, the HSfB pay-as-you-go solution would immediately avoid \$2 million in capital investment and save up to 40 per cent in running costs.

The hosted Tata Communications model also saved money on Microsoft licencing expenses, assuring a return on investment in just 12 months. Furthermore, it would offer virtually limitless scalability as the demerged enterprise grew.

The HSfB solution also meant the problem of managing multiple domestic service providers was swept away by SIP-based telephony from the Tata Communications cloud.

REFRESHING APPETITE FOR RISK

Hard information from the parent company – like how many users and what devices were in use per site – was hard to come by. So, another factor in favour of Tata Communications was its flexibility and its refreshing appetite for risk. Tellingly, other suppliers had demanded a full statement of requirements before they would commence work.

Again, Tata Communications demonstrated its flexibility in undertaking pre-work before the contract was signed. The technology vendor couldn't get that level of commitment from any other supplier. In fact, by the time the contract was signed the six-month timeframe had shortened to four, but Tata Communications had kept ahead of the game.



“Tata Communications was happy to work with only 50 per cent of the information needed to build 100 per cent of the solution. The fact they could start the design with such scant information is down to their deep experience.”



ASSURED DELIVERY

There was a clear delivery schedule yet slippages of up to four weeks were a constant threat, mostly because the ex-parent company's WAN supplier couldn't keep up.

Tata Communications took that in its stride and adopted parallel working to overcome the problems. Of all the countries in which the Global Healthcare Company operates, 45 were switched over by the target date, with the others following shortly after.

ONE-CLICK COLLABORATION PROVES POPULAR

The Global Healthcare Company is already enjoying the efficiency benefits of a single, company-wide HSfB platform. Only 10 per cent of users have desk phones; the other 90 per cent use laptops and tablets running soft clients.

Calls are simple one-click affairs. Collaborating via chat is proving very popular. Telephone conferences can be launched straight from devices, without lengthy scheduling and sign-on processes and expensive licensing regimes common with other conferencing apps. The next development will see video collaboration introduced.



SERVICE MANAGEMENT NOTES

The HSfB solution runs on two data centres in each of the three regions. All are interconnected over the Tata Communications MPLS-based global backbone for industry-leading resilience. Quality of service is flawless, and Tata Communications people keep their eyes on bandwidth, so no one runs into voice performance issues. Software updates are automatic and new employees can be centrally added without wiring or worrying.

The Global Healthcare Company sees a single dedicated HSfB service desk with technology vendor people in each region working in tandem with Tata Communications people. That means strong end-to-end SLAs are honoured from infrastructure to application. Critical problems are responded to in 30 minutes. Priority 1 and Priority 2 issues get four-hour and eight-hour responses respectively.

“We can honour strong end-to-end SLAs from infrastructure to application. Critical problems are responded to in 30 minutes.”

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