

Case Study: Successful VoIP Transformation During a Pandemic

A Campus Environment Transition to VoIP During a Pandemic

A large pharmaceutical company with a worldwide footprint had a multi-facility campus environment that included a high-volume of multi-vendor legacy TDM PBX equipment that needed transformation to Voice over IP.

The client needed to migrate over 1,500 users including those within some restricted lab areas, and the project deployment schedule included a seamless transition during a time of global pandemic. While the Coronavirus created significant challenges related to access, Global Convergence, Inc. (GCI) was able to manage the added complexities with exceptional teamwork and with proven expertise in planning, implementation, and project management.

Project Scope

Large pharmaceutical company needed to transition a multi-facility campus environment from TDM to Voice over IP.

Solutions Provided

GCI has extensive capabilities with project planning, implementation and management.

- Campus Implementation and Deployment
- Project Management
- Onsite Resources
- De-install Legacy Equipment
- Troubleshooting and Hyper-Care Support

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Project Scope

A large pharmaceutical company with a worldwide footprint had a multi-facility campus environment (10 Buildings) that included restricted areas and that had a high-volume of multi-vendor legacy TDM PBX equipment that needed transformation to Voice over IP for over 1,500 users.



Approach

GCI worked closely with the customer for planning and facility access with an eye on important safety and mitigation measures related to the pandemic such as masks, gloves, temperature checks, distancing and more. Equipment was programmed and pre-staged to minimize contact.



Results

The top Key Performance Indicators for this client were **Cost, Schedule and Quality.**

Frequent communication and collaboration enabled the project to be delivered within the expected budget and schedule with quality metrics that far exceeded the customer's expectations.

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Project Implementation During Covid-19

With the onset of the global pandemic in 2020, the planning and coordination efforts for the network transformation were extensive and ongoing to complete the project.

Flexibility and teamwork were keys to success on this implementation. Overall project planning and coordination along with the ability to respond safely with the proper resources in the proper areas, at the proper times were critically important.

Results

The top three Key Performance Indicators for this client were **Cost, Schedule and Quality**.

Cost

Through careful analysis of the scope of work, the environment and expected results, GCI developed a budget for this project that aligned with the financial goals of the customer.

With a keen focus on the numbers and a frequent cadence of communication with the customer, the project was delivered on budget, as expected with no surprises. This required strict management of project resources across multiple vendors throughout the lifecycle of the project.

Schedule

Given the complexity of the physical environment and large number of users being impacted, GCI and the customer collaboratively established a project schedule, months in advance of the physical deployment (before Covid-19 developed into a global pandemic).



As the virus began to take form and more information became available, appropriate changes were made to the customer's policies surrounding physical access to buildings.

GCI was able to digest these changes and manage the needed adjustments to maintain the schedule.

Quality

During the Hyper-Care support period after each wave of physical deployments, GCI's Project Command Center established a hotline and maintained a log of all reported issues to ensure prompt resolution. At the end of two deployment waves and three weeks of Hyper-Care support, GCI achieved the following results:

- End users impacted – 1,536
- Issues reports – 61
- Percentage of issues reported 3.9%

All of the reported issues were resolved the same day, significantly limiting downtime to the end user. These metrics far exceeded the customer's expectations.

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GCI - Built on a Model of Success

Imagine having a business partner that was purpose-built to make deployment of global networks easy, seamless and without barriers. There is no need to imagine. That is the GCI business model. Global Convergence is a partner that can deliver globally, but act locally; no artificial boundaries.



What Makes GCI Different?

- Global Service Delivery Fabric and IPMO with on-demand, coordinated and local-language speaking resource capabilities (facilities, logistics, technical teams, engineering).
- Decades of experience deploying large, global and geographically dispersed networks.
- Total visibility with a project management portal that allows customers to drill down to any level of a site installation for complete visibility 24x7.
- A broad range of implementations services are available for: LAN, WAN, Data, Mobility, Security, Collaboration, SD-WAN.

GCI Project Management

GCI provides the planning, oversight, monitoring and execution of customers worldwide implementation and deployment events.

The project management role is critical to the effective execution and delivery of service projects. GCI project managers have the experience and technical know-how to design and deploy high-volume, complex voice, data, mobility, SD-WAN, optimization and other technology projects.

As the single-point-of-contact from project planning through global deployment, GCI experts can keep projects on track and avoid pitfalls. GCI's multi-vendor/multi-technology capabilities and highly dedicated team gets the job done efficiently and cost effectively.

Big Solutions Delivered Around the World

With true worldwide connections, GCI has the capability to meet client requirements on a global basis. Wherever your business operates in the world, we probably are operating too. With technology solutions and in-country resources to help you fulfill your vision, GCI can help you expand further than you thought possible.



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Deployment Services to Fit Client Needs

In a constantly changing complex network environment, deployment of cutting-edge solutions can be challenging.

GCI's global service delivery fabric and International Project Management Office help simplify the process.

With decades of successful services deployment experience to accelerate the velocity of project rollout, clients can count on GCI to develop custom scopes of work and detailed deployment plans tailored to their specific requirements and schedule.

As an extension of the customer's IT department, GCI can design and build global implementation and deployment plans, and customers can count on GCI to provide worry-free managed and professional IT services around the world.



Global Service Delivery Fabric

GCI offers fast, in-country resources and service delivery capabilities in 176 countries worldwide. GCI's International Project Management Office (IPMO) coordinates seamless program execution with its centers of excellence located in North America, LATAM, EMEA and ASPAC, that can utilize over 550 forward stocking locations.

Governance as a Game-Changer

GCI delivers unprecedented value to its customers with an intense focus on governance and seamless alignment to internal processes.

GCI employs a consultative and highly collaborative approach to support business challenges. We listen. We respond. Our innovative and out-of-the box thinking drives process improvements and builds trusted partnerships with our customers.

GCI Certifications

GCI has invested in universally accepted standards and has achieved certifications for ISO 9001:2015, ISO 27001:2013, SOC 1 Type 2 and SOC 2 Type 2.

Additionally, GCI has certified for the EU-US Privacy Shield Framework program.

GCI was named to the prestigious MSP 501 List in 2019 and 2020.



Channel Futures.
MSP 501
2019 WINNER

Contact GCI Today

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