

Overview

Industry: Insurance
Customer size: 150 employees
Countries: UK, Bermuda

Business situation

A newly formed company with a requirement to deploy a modern global collaboration platform

Solution

Cisco network, Cisco UC Portfolio including UCM, Jabber & Webex - delivering enterprise capabilities

Benefits Realised

- Increased end-user productivity
- Consistent user experience across variety of devices
- Site Resiliency
- IM, Audio & Video on any device in any location
- Service benefits through SIP
- Increased IT expertise and operational efficiencies



For further details about this case study and to learn more please contact:

contact@vyanta.com

Global Insurance institution embraces modern collaboration to empower the workforce through integrated communications & efficient business processes.

The customer specialises in insurance for aviation and aerospace, energy, marine, political risk, mergers and acquisitions, political violence, terror and war insurance, property and reinsurance. How? By offering effective, bespoke coverage within specialist lines. By shaping innovative, informed solutions to new insurance challenges. And by always being available, responsive and ready to listen. Head quartered in London with offices in Bermuda & Dublin.

Situation

Formed in early 2015 with an office in Bermuda and a temporary office in London. With sharp **growth** forecasted for the UK and with a confirmed move into a new building, the company had to act fast to deliver a communications strategy integrated with Bermuda. They understood that in the ever-changing world of technology to stay one step ahead of its **competitors** they must provide the latest communication platforms that help to **empower** their workforce through advanced **collaboration**.

Solution

Given the business-critical nature of the PBX the team at Vyanta recommended the core underpinning service to be the **Cisco UCM** platform (multi-node multi-site). Not only will CUCM provide an industry leading **resilient** PBX, the integration capabilities allow for **rich collaboration** possibilities to meet the business goals. For external connectivity Vyanta added CUBE gateways for SIP services in the UK & ISDN30 in Bermuda. Leveraging the CUCM PBX was the entire Cisco Collaboration Suite, including:

- Full user collaboration service through **Jabber**
- Cisco Expressway for access to collaboration services **anytime, anywhere**
- Integrated **Webex Meetings**
- Cisco **Webex Room** Systems
- Cisco Unity Connection integrated with Office 365 for Voicemail

Benefits

The goal for the client was to provide a new, **modern telephony** estate with an industry leading vendor, with integration capability to empower users and improve **efficiencies**. This was achieved with great success through the Cisco Collaboration product stack.

The solution has led to greater end-user **productivity** by ensuring all employees are able to communicate across the organisation. All users have the ability to make calls, **instant message** & elevate to **video** at will, both from the office or remote. Integration with line of business apps allows for click to dial through Jabber or the desk phone.

Using Webex Meetings & Room Devices the client is able to host **4K video conferencing** between offices and externally to clients, all powered through the Webex cloud. WebEx Services also provide each user with advanced conferencing services, including audio, video, **screen** and **document sharing**.

With the introduction of SIP over traditional analogue services they have benefited from lower operational costs, **flexibility** and cross site resiliency, in turn providing them with full telephony capability in a DR scenario. Further cost savings arrive by leveraging both Bermuda and UK trunks, providing local calls from both regions.