

HEALTHCARE IT

USE CASE

COMPUTACENTER HELPS CUSTOMER OPTIMIZE COLLABORATION SPENDING WHILE SHIFTING TO A SECURE REMOTE WORKFORCE

OBJECTIVE:

This customer was a traditional on-premise calling customer using a mix of legacy Webex meetings and Microsoft Teams meetings. Computacenter was able to evaluate their licensing costs and propose an optimized flex agreement to reduce overhead, and enable them to move to a next-generation Webex Meetings platform in order to better facilitate remote work and customer engagement.

SOLUTION:

Computacenter deployed the new version of Webex and integrated the platform into the customer's Azure Active Directory. We provided Adoption Services to enable a positive return on investment which resulted in a much greater level of Webex adoption than previously expected. The move to Flex also gives the customer the ability to evaluate a shift to cloud calling and contact center agents over the next year.

Phase 1: Deploy Webex Meetings to customer's users

Phase 2: Provide Adoption Services to ensure user and admin training and collect utilization metrics for executives

OUTCOME:

- Webex adoption was successful to the point where the customer increased their license consumption from 40 users to 300+ active hosts. Video adoption increased to 75%.
- As the customer's trusted partner, we are positioning Webex Calling and Contact Center in order to more thoroughly modernize and stabilize their communication infrastructure in the coming years.

500
WEBEX MEETINGS
USERS

75%
INCREASE IN VIDEO
ADOPTION

70
CALL CENTER
AGENTS