

## GLOBAL FOOD AND BEVERAGE LEADER

Seamless Migration from On-Premises IP Telephone Systems to Cloud to Improve Productivity and Foster Business Growth

### CLIENT BACKGROUND AND CHALLENGES

Our client is an American multinational food, snack and beverage corporation. They are engaged in manufacturing, marketing, distribution and sale of beverages, food and snacks.

Client's business was running on Premise IP Telephony to provide basic communication to their office. Existing system was missing out on new capabilities and telephony features that could help to improve productivity and customer satisfaction. Integrating other communications technologies such as video, instant messaging, and mobility features with existing system was not possible. Client was struggling with some of the following challenges, and therefore wanted to migrate from outgrown legacy on-premise IP Telephony to Cloud Telephony.

- Maintenance problems due to old legacy telephone system with costly repairs and downtime.
- Difficulty in procuring replacement parts when required.
- Fear of system failure caused by an out-dated on-premise telephone system.
- Difficulty meeting the needs of mobile and remote workers.
- Complexities associated with adding more users to the system

Also, client had highly mobile employees, remote teams and staff that works from home, and require to use conferencing or video facility using multiple devices. Considering the general business need for a higher level of capability, client was looking to deploy cloud-based IP Telephony solution. They wanted to achieve uniformity in global offices by adopting newer and faster technologies.

## TECH MAHINDRA'S METHODOLOGY AND SOLUTION

Our team of experts helped the client migrate from a stable, legacy voice environment to a cloud-based solution. Cloud telephony provided a broad family of integrated telephony and business communications services, designed to give client's business a competitive edge. It reduced capital costs, ensured faster deployment, support for remote workforces, and application integration. With the help of following approach we seamlessly migrated 15,000+ users to cloud telephony.

Step 1 - Identified, Classified and Categorized phones to be migrated to Cloud telephony

Step 2 - Performed Global site survey (3000+ locations spread across 4 Sectors) and gathered current site telephone infrastructure configuration details

Step 3 - Analyzed, categorized and classified all site wide requirements and investment needs

Step 4 - Identified and prioritized the sites that can be moved to cloud telephony

Step 5 - Reviewed with Legal teams on voice message retention and call recording retention

Step 6 - Finalized the design and migration approach

Step 7 - Solution Design

## BENEFITS REALIZED



**Improved  
Business Agility**



**Reduced Cost of  
Ownership**



**Improved  
Disaster  
Recovery**



**Centralized  
Management**



**Seamless User  
Experience**

**BE. Tech Mahindra Consulting**

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