

Buchanan Helps Aerospace Client Cut Cost and Increase Productivity

THE CHALLENGE

A large global designer and manufacturer of space hardware and systems was spending a large amount in travel expenses. With 300 employees in the United States, Canada, and Europe, as well as 9 locations worldwide, in person collaboration was not only expensive, it was frustrating the company's resources. There was no local implementation for conferencing therefore, participants had to connect via an offsite portal, which caused delays and inefficient interactive functionality. In addition, there was limited, if any sharing of infrastructure and information technology data between the multiple regions and their manufacturers. There was a need to build an internal communications platform that would allow file sharing and video conferencing with an end goal of increasing efficiency and productivity while simultaneously decreasing travel expenses.

BUCHANAN'S SOLUTION

Buchanan Technologies designed a global solution that would deploy Lync 2013 locally within each region's infrastructure and recommended the use of SMART Lync Room Systems. The new Lync deployment allowed the client to not only take better advantage of the features in the newer version of Lync, but it also allowed the support and deployment of SMART LRS which would enable workers to connect face to face, even in separate remote locations. With the LRS deployed in each additional region, communications between offices improved tremendously. They now had the ability to use the Whiteboarding presentation and desktop sharing features to collaborate.

THE SUCCESS

With Buchanan's Lync Complete solution, the client received an integrated platform that truly fulfilled the customers' technical needs, from software and hardware installation to end-user support and a managed Lync environment, all from one provider. The upgrade to Lync 2013 allowed for the additional feature of voicemail enablement. Users could now use and answer calls at any location. They would now have voicemail access in their e-mail and have the ability to check it from any remote device. With the Lync and SMART LRS deployment, they are able to have multiple participants in a collaborative setting to share ideas, work as a team and have more swift decision making. The SMART LRS touch screen interactive flat panel displays added functionality allowing remote participants to connect via bring your own device technology, and brings a more meaningful approach to internal and client meetings. In addition, they now have the ability for any participant in any location to attach documents interactively which allows for immediate discussions and decision making. Together, we would approximate that their communication and travel costs will decrease by an estimate of 25% while their productivity should increase.

"We honestly had not realized how much the Microsoft platform had matured compared to competitors such as Web-Ex and Go-To-Meeting. But the integration capabilities with the O365 environment and the next generation options that Buchanan Technologies could deliver made the decision to go with Lync Complete a no-brainer."

- Manager IT Services, Client