

Management Consulting

Video Managed Services, Private Cloud Hosting, Professional Design

A global management consulting firm with 78 offices in 43 countries, this entity is one of the largest private companies in the United States and serves as an advisor to clients in the private, public, and not-for-profit sectors. This client's revenues now exceed \$3.5B USD through advisory services provided by over 6,000 management consultants worldwide. As a global organization, this company took an initiative to provide its employees with feature-rich video conferencing technologies, which are simple to use and allow them face-to-face interaction as much as possible.

THE CHALLENGE

An advisor to commercial and government organizations of all types, sizes, and locales, its employees need to spend considerable time with their customers to provide the best quality of service possible. Running an organization such as this means you have the best and brightest people around the globe delivering on a single operating model and strategy. From a communications perspective, this provides a unique set of challenges compared to a company where there employees come to the same physical office buildings every day.

The consumerization of IT and the evolution of business capable tablet technologies with ever-increasing bandwidth made it possible for remote workers to obtain inclusion similar to their brick & mortar based colleagues. The challenge was taking an old concept and delivering it in a new mobile-friendly way.

Traditional video conferencing had long been available at this client, but it was inflexible, complex to host calls, and worse, was limited to the lucky few who went to a building every day.

The primary intent at the project start was to "Forget the Old" and "Build New". Make it simple to use, available on any device, support and enable internal and external collaboration, scale to the entire company with a single support model and of course, it had to be secure. Additionally, they didn't want to manage it internally or host the equipment on its premises.

Executive IT Leadership engaged their technology partners, Vidyo and Yorktel, to "Design, Build & Run," a new kind of Video Conferencing Service.

Yorktel's transformational service model has enabled our client to see early successes in their long term goal. Users are able to connect using their company deployed laptop computers as well as mobile phones and tablets, enabling them to engage in internal and customer meetings regardless of location and without interoperability/security issues previously encountered.



