

DAMOVO

Cooperation
across country
borders





Change Driver

This company is a global leader in fresh, frozen and prepared fruits, vegetables and plants, supplying many of the largest retailers in Europe with nearly three million tons of goods per year. They operate in 77 locations across 27 countries worldwide.

The company has grown through acquisition and as a result inherited various IT systems along the way. Separate local area networks (LANs) were in operation and IT support was provided individually, on a site-by-site basis by separate teams.

Communication was difficult due to a variety of different telephone systems across the estate, virtual collaboration was virtually impossible, and many security concepts were outdated. The company was therefore looking for a centrally managed network, and a cloud-based UCC solution that would deliver more efficiencies, at a significantly lower total cost of ownership.

D A M O V O





Damovo Approach

Damovo impressed the client with a hybrid network and UCC solution design based on Microsoft Teams, with the partial continued operation of legacy telephony systems .

By installing SBCs (Session Border Controllers) into the existing infrastructure, traffic from the local telephony provider could be routed through the SBC via SIP trunking and vice versa. This was a very important part of the project delivery. Such an approach made the widespread rollout of Microsoft Teams possible at scale and pace, and also integrated the sites where Microsoft Teams was not available.

Local employees were involved and informed of the expected changes early on as part of Damovo's user adoption program, which was critical to employee acceptance management.



Customer Value

DAMOVO

How the **IT-Manager** benefits

A centralized IT support team enables peak workloads to be better covered.

The unified network and UCC landscape is now faster and more resource-efficient.

The redesign of the network reduces the probability of failure and increases security.

How the **company** benefits

Infrastructure operating costs have been significantly reduced through standardization.

Changing from a multi-provider approach to a single supplier significantly lowers call costs.

The ability to work from anywhere guarantees smooth business operations and increases the attractiveness of the employer.

How the **employee** benefits

Employees can now work flexibly from home thanks to the new solution.

Working in virtual teams is possible throughout the company, thus facilitating collaboration and increasing productivity.