

Nuvias UC streamlines Microsoft Teams Telephony deployment for a leading engine manufacturer

Introduction

Nuvias UC DACH recently took on a pivotal project for a company that specialises in manufacturing commercial internal combustion engines. With a **global presence and an internal user base of 13,000+ individuals (4,000+ on Enterprise Voice)**, the company sought to migrate from Skype for Business to Microsoft Teams as a proactive measure due to the impending end-of-support for Skype for Business by 2025. Security concerns prompted the company to accelerate the transition and Nuvias UC played a crucial role in ensuring a seamless and secure migration.

Deep Dive

After addressing the company's primary security concerns, Nuvias UC conducted a technical deep dive session to understand the situation in detail and to determine which different technologies/teams will be involved in the project.

Nuvias UC formulated an action plan and presented it to the company. Impressed by the prompt and thorough response, the company accepted Nuvias UC's proposal and appointed them as a consultant for the Microsoft Teams Telephony project. Nuvias UC became the single point of contact for all technical matters and advised on how to ensure that the migration progressed smoothly across all departments, while addressing any bottlenecks promptly.

“ *This was one of our must-win battles this year and Nuvias UC made it happen* ”

- Head of IT and Digital

Challenges Faced

The transition to Microsoft Teams Telephony within a high-profile organisation of this scale presented numerous challenges. The project encompassed various aspects, including:

- **Security compliance**
- **Device upgrades**
- **Understanding the PSTN connectivity**
- **A requirement for consistency throughout the business.**

Initially, the company attempted to undertake the migration on their own over a year and a half. However, after realising complexity of the task, they decided to seek the expertise of a reseller. Due to resource limitations at the reseller, the project was eventually handed over to Nuvias UC. **In the end, the project involved 75 technicians from 8 different vendors, working together to achieve a common goal.**

Nuvias UC streamlines Microsoft Teams Telephony deployment for a leading engine manufacturer

The Result

Under the meticulous guidance of Nuvias UC, the full project was efficiently managed and all preparation completed in six months. The migration itself took place over a single weekend. By entrusting the project to Nuvias UC, the reseller and end-user were able to reallocate their own resources and focus on other promising opportunities and responsibilities.

Head of IT & Digital within the end-user organisation commented:

“We would like to convey a big Thank You to the Nuvias UC team for your efforts, your dedication and the expertise that you brought to this project.

It has been long awaited by our colleagues and in the first week since deployment, we've heard nothing but positive feedback and happiness amongst the users that can now use Teams as a sole tool for collaboration.”

Conclusion

Nuvias UC's extensive experience in the Microsoft 365 and telephony environment, guidance and efficient project coordination ensured the successful transition from Skype for Business to Microsoft Teams. By analysing the requirements, tackling obstacles before they arise and bringing the right people together, they played a pivotal role in saving time and money for all involved, while guaranteeing a successful deployment.

This case study serves as a testament to the value of expertise and effective collaboration in tackling complex technology transitions.