



Case Study

Sodexo Switzerland saves 30% on its communication costs with Microsoft Lync 2013, in one year.

At nearly 50 years old and with more than 400,000 employees spanning 80 countries across the globe, Sodexo develops, manages and delivers a unique array of On-site Services, Benefits & Rewards Services, and Personal & Home Services for over 75 million customers every day. Its Quality of Life services reinforce the well-being of individuals, improving their effectiveness and helping companies and organisations improve performance.



The Challenges

For many years, Sodexo had been looking at ways to improve the work-life-balance of its teams while improving internal communications and collaboration. The end goal was to drive productivity in ways that enhanced the customer experience.

Solution

The firm then decided to extend its communication capabilities by upgrading from Microsoft® OCS to Microsoft® Lync 2010. Naturally Sodexo chose West's Unified Communications Services to help design and provision the service as well as to optimise it following deployment and provide 24/7 proactive technical support.

Jean-Marc Schneider, Finance Director of Sodexo Switzerland: "We knew WestUC's capabilities very well, having worked closely with them for many years. We had absolute confidence that they would deliver an exceptional answer to our needs, beginning with replacing our legacy PBX. And because they develop best practices with which to implement unified communications, we knew the project and ongoing service relationship would mean absolutely minimal business risk for Sodexo, with maximum rewards. We knew that West UC would be able to design and deliver this new technology, bringing new levels of agility, flexibility and collaboration to unified communications."

Initial Rollout

Werner Broedrich, Technical Support Manager of WestUC: "Initially, we implemented a Lync 2010 platform in Paris to provide a private cloud solution with PSTN capability for outbound calling. Since then, we've also created a bespoke, fully managed service for Sodexo. It is fully comprehensive and includes break/fix services, proactive monitoring, problem resolution, regular maintenance as well as application updates."

Aggregating for success

As the Lync project rolled on, WestUC recognised the need for specialist support with procurement, contracting and local aggregated billing and therefore commissioned iPortal (formerly Cloud Traders Limited) a cloud services brokerage and aggregation company, to run this aspect of the relationship.

Benefits

Portalis dovetailed with WestUC on the day-to-day running of the technology including assisting them in supporting a Polycom video integration and Exchange Online, as part of the overall Office 365 Hybrid solution. In addition iPortal is helping Sodexo manage its Microsoft Enterprise Agreement licenses for Office 365 and On-Premise solutions through the iPortal Control Portal (iCP) delivering significant cost and efficiency benefits.

Neil May, CEO of iPortal explained: "We are extremely proud to work with Sodexo on a worldwide basis, billing across all WestUC's solution areas, including conferencing, video, Microsoft suites and collaboration, and adding this to other complementary vendor solutions."

Quick View

Company:

- Sodexo

Situation:

An office move and demand for enhanced work-life-balance meant Sodexo needed to replace its legacy PBX technology with Lync or Skype for Business unified communications.

Solutions:

- Microsoft Lync 2010
- Microsoft Lync 2013
- Microsoft Skype for Business
- Exchange Online and Polycom video integration
- Professional Services - design and implementation
- Ongoing, proactive technical support

Benefits:

- Much improved team collaboration and one-to-one coaching
- 30% saving on communications costs
- Productivity improvements derived from time savings locating and communicating with colleagues

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Jean-Marc Schneider, Finance Director, Sodexo Switzerland.

"As more and more of Sodexo's business units embrace Lync and Microsoft® Skype for Business, it is our responsibility to streamline the commercial aspects of rolling out this solution, making it more cost-effective and valuable to the business. Today, we invoice 53 countries and over 140 affiliates in those regions."

Alasdair Cumberworth, Senior UC SSP & Microsoft Alliance Partner Manager of WestUC: "The first phase of roll-out was such a success, reducing communications costs, delivering far richer communications capabilities and kick-starting the adoption of more flexible, modern working practices, that Sodexo Singapore decided to implement its own upgrade to Microsoft® Lync 2013 pool locally to replace its PBX."

This, in turn prompted Paris to shift to Lync 2013 - and when the Swiss business unit decided to move to a more central location in Zurich, it needed to find a way to enable its staff to work from home. Why? Because the new offices, though ideally located, had very few parking spaces for employees. This, together with an ongoing drive to give employees more freedom to balance their work and life priorities, meant Lync 2013 was the ideal answer.

"As part of the business case for moving buildings, we completed an assessment of our IT and telco services and found them to be going out of date and unfit for purpose," explains Jean-Marc Schneider, Finance Director of Sodexo Switzerland.

"Swisscom proposed a similar solution to Lync 2013, however once we knew that a deployment of that technology was already underway, we decided to run an assessment of its cost and value," he continues. "Our conservative estimate was that we would break even after one year, but I am delighted to say that Lync 2013 has saved us over 30% more in communication costs than if we had continued with our old solution. And it has done so in less than one year."

Schneider continued: "Working with WestUC and iPortalis was, I have to say, fairly effortless. We moved office over a weekend and two days later our Lync solution was live and fully functional. We had developed some change planning to support our users, but they embraced the new technology with enthusiasm, across generations and functions. iPortalis was even able to port all of our existing telephone numbers for the office and all users from Swisscom to the new system."

Collaboration

The project team at Sodexo Switzerland say that team collaboration and one-to-one coaching has blossomed following the deployment, with screen sharing being the ultimate must-have capability when it comes to training, co-operating on projects, and solving customer enquiries.

Productivity

With Lync on their mobile phones, people can work, quite literally, from anywhere, giving them more freedom and autonomy, but also saving a great deal of time locating their colleagues.

Costs

On top of the 30% savings on call charges, Sodexo has also reduced travel costs to meetings as well as expensive maintenance on legacy equipment.

Future

Moving forward, further Sodexo business units will be deploying the Lync solution and using its federation capabilities to collaborate with external partners and other business units.



About iPortalis

iPortalis is a Cloud Services company specialising in brokerage, aggregation and portfolio management. At the heart of our service is the iPortalis Control Portal (iCP), a software platform that automates many of the complex tasks associated with Employee Lifecycle Management. The iCP is recognised as one of the world's fastest growing self-service cloud provisioning and management platforms.

About West

West Corporation (Nasdaq:WSTC) is a global provider of communication and network infrastructure solutions. West helps manage or support essential enterprise communications with services that include unified communications services, safety services, interactive services such as automated notifications, telecom services and specialty agent services. For 30 years, West has provided reliable, high-quality, voice and data services. West serves clients in a variety of industries including telecommunications, retail, financial services, public safety, technology and healthcare. West has a global organisation with sales and operations in the United States, Canada, Europe, the Middle East, Asia Pacific and Latin America. For more information on West Corporation (International) please email ucyourwayEMEA@west.com or visit www.westuc.com.

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