

TOP CANADIAN BANK TRANSFORMS MANAGEMENT OF UC HYBRID ENVIRONMENT

COMPANY PROFILE

Headquarters: Canada

Industry: Finance

Employees: 75,00 - 100,000

Locations: 25+ Countries

**Among the World's Largest Banks Based
on Market Capitalization**

EXECUTIVE SUMMARY

Reasons this organization chose Vyopta:

- Obtain greater functionality and flexibility with intelligent alerting, diagnostics, and contextual analytics
- Single view of their enterprise collaboration environment
- Consistent, reliable, and simple to use application for cross-functional teams

With Vyopta, this organization is now able to:

- Manage and optimize hybrid UC technology performance and user experience with one application
- Easily add and maintain contextual alerts, analytics and reporting using customer-defined categories (tags) and filters
- Increase IT operational efficiencies from robust integrations and automation of workflows

COLLABORATION ENVIRONMENT

- **Desktop, Mobile Clients:** 60,000+ Cisco Webex and Jabber via Cisco Unified Communication Manager users
- **Personal and Room Endpoint Systems:** 1,200+ Cisco Endpoints

ABOUT

For more than 150 years, this organization has expanded across Canada, the United States, and other select global markets. Their purpose-driven journey to build the bank of the future and reimagine the role they play in their customers' lives. This includes providing a wide portfolio including personal and commercial banking, wealth management, insurance, investor services, and capital markets products and services. Today, they hold strong market positions in five business segments, with 17 million clients who continue to trust them every day.

CHALLENGE

At the beginning of COVID-19, the organization observed their meetings minutes and participant levels increase exponentially over a short period of time. A prompt internal push came from the newly established Workplace Experience Committee for updated remote and hybrid work policies. The criteria required easy to use technology for end users both at home and in the office as well as high marks for digital collaboration and how to know if the technology is truly working for all users.

Additionally, the organization has a mix of legacy technology and the latest technology options. When they realized they were not pulling all the data from their calls and meetings from the OEM tools, they decided to turn to a third-party solution for extra help. They also needed a single pane of glass with views of the entire collaboration environment rather than being obligated to jump between different tools and dashboards.

SOLUTION

The customer turned to Vyopta's Technology Insights and Space Insights, especially as monitoring became a vital requirement in its prompt response to the ever-changing needs of its employees and client base due to the pandemic and the resulting surge in UCaaS (Unified Collaboration as a Service) usage.

Regardless of the technology being located at someone's home or at the office, Vyopta provides easy, quick insights into the organization's overall



collaboration environment, including support for legacy and newest technologies, with a single solution. With Vyopta, customizable dashboards showing key performance indicators allow the company to answer questions immediately about bad calls and meetings instead of having to dig across multiple different tools and views. One dashboard the organization created and uses religiously is for the singular purpose of monitoring all executive-level members across the organization both remotely and in-office. Without ensuring a fluid digital experience for these members, there is the potential of losing time and money from missing vital meetings and opportunities with investors, clients, and more. In addition, the organization can provide analytical views and reports of meetings and calls, including participants using meeting room systems, personal devices, and software clients such as Webex and Jabber. This allows the company to use data to guide healthy collaboration practices as well as business decisions.

To further improve user experiences and IT service levels, Vyopta's integration with their IT service management system (ServiceNow) helps streamline issue resolution workflow by the IT (Information Technology) team. This also allows the IT team to merge alerts from other IT applications into a single system for great IT management.

IMPACT

The organization's UC team saw an exponential decrease in time spent addressing quality problems. With the ability to customize all dashboards to their needs and having access to all granular data for calls and meetings, the group no longer has headaches from moving between different tools nor worry about whether they are pulling all the data and insights needed to troubleshoot issues. Additionally, Vyopta is helping the organization plan for future office space and collaboration technology investments based on the data about user utilization trends for technology.



“ When they first turned on Vyopta, we immediately saw over 3,000 bad concurrent calls, which was the aha moment for them that they did not know everything about their environment. ”

Global Account Manager

Vyopta, the Collaboration Intelligence company, is a global leader in comprehensive monitoring and analytics for Collaboration Performance Management and Workspace Insights. By integrating insights from multi-vendor Unified Communications & Collaboration vendors and IOT devices, Vyopta helps organizations deliver the best UC user experience and optimize their UC and real estate investments. Vyopta helps hundreds of organizations worldwide spanning 20+ industries monitor 6 million endpoints and over 20 billion meeting minutes a year.

Learn more at vyopta.com

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