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FORTUNE 50 HEALTHCARE GROUP WEATHERS PANDEMIC SURGE IN UCAAS AND PLANS RETURN TO OFFICE WITH VYOPTA

COMPANY PROFILE

Headquarters: Indianapolis, IN

Industry: Insurance

Employees: 70,000

Members Served: 43 Million

Fortune 50

EXECUTIVE SUMMARY

Reasons this organization chose Vyopta:

- Single pane of glass view across a multi-vendor environment
- Actionable data on when, how, and by whom spaces are used
- Reduced administrative setup and training times

With Vyopta, this organization is now able to:

- Troubleshoot live meetings to determine root cause of issues, including video and voice
- Achieve faster resolution times for identified issues
- Optimize spaces for productivity and safe return to office

COLLABORATION ENVIRONMENT

- **Desktop, Mobile Clients:** Cisco Webex, Microsoft Teams
- **Room Systems:** Cisco Endpoints
- **Tech-enabled Conference Rooms:** 700
- **Number of Domains:** 12 Webex Domains (segment data from one or all of the webex domains)

ABOUT THE FORTUNE 50 HEALTHCARE GROUP

The organization is a leading health benefits company dedicated to improving lives and communities, and making healthcare simpler. Through its affiliated companies, they serve more than 107 million people, including more than 43 million within its family of health plans. One in eight Americans receives healthcare benefits through the organization.

CHALLENGE

At the beginning of the Covid-19 pandemic, the organization saw their meeting minutes and participant levels increase exponentially in a very short period of time. At the time, the organization was almost exclusively a Cisco Webex shop. Once their 70,000 employees made the move to remote work at the beginning of the pandemic, they began using Microsoft Teams for messaging as well and later completed a migration to Microsoft Teams for meetings. Visualizing this migration to Microsoft Teams was paramount. The organization required a solution that would allow them to monitor quality of meetings, technology adoption across multiple collaboration technologies as well as the occupancy and usage of its 700 tech-enabled conference rooms.

In addition, they needed a single pane of glass with views into their entire collaboration environment rather than individual tools for each technology. They were also concerned about the administrative time necessary to manage and configure multiple tools.

SOLUTION

With Vyopta's Technology Insights and Space Insights, the healthcare group has been able to swiftly respond to the changing needs of its employees and member base due to the challenges of the pandemic and the resulting surge in UCaaS usage.

Regardless of whether the support team is troubleshooting a Webex call, a Microsoft Teams call or an issue in one of the meeting spaces, there is one single source of truth to track down issues and begin to resolve them. One log-on means that the administrative IT team spends less time configuring access and training support staff on multiple tools. OEM tools also lack the

granularity in access tiers that the organization requires from a security perspective, so maintaining control over what information is available at different access tiers with Vyopta has been helpful as well.

The healthcare group uses the data available in two different ways. The IT team uses the insights from Vyopta to troubleshoot meeting issues while also leveraging the data to prove out the need to staff up in response to the exponential rise in meeting usage and minutes.

The real estate team uses the data provided by Vyopta to plan new buildings, and now to plan for a safer return to the office after the pandemic. Prior to Vyopta, this team only had the ability to check O365 calendar bookings to determine whether a room was booked or not as a measure of success. What they couldn't see was if the room was booked and used for the whole time, if the meeting started and ended on time, how many people it was attended by or whether anyone showed up at all, and whether or not they used the technology available in the room. Having this data available changed how the real estate team planned spaces and they quickly adopted the digital building strategy that IT proposed for a tech-enabled building.

IMPACT

Vyopta's data allowed the organization to improve upon their plans for buildings and spaces to ensure that spaces were designed in such a way that they would be used. While the first building that was designed using this data opened shortly before the start of the pandemic, the real estate team will be using this same data to test out their re-entry plan starting with one building at a time. Prior to Vyopta, this information would have been collected manually via survey and other imprecise measures. The value of this actionable data to the real estate team has made the IT department an invaluable partner to them and has led to the real estate team funding a large portion of this digital workplace initiative. In addition, the data has allowed the IT team to prove out a need for additional full-time resources to handle demand - something that would have been unlikely otherwise given the economic uncertainty and fiscal caution many companies have experienced during the pandemic period.

> " With Vyopta, we were able to cut our planned migration time from Webex to Microsoft Teams by 50%. That kind of productivity translates to huge savings for us. "
>
> **Executive Advisor**

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