

FINANCIAL SERVICES PRACTICING PRESENCE WITH A PURPOSE

COMPANY PROFILE

Headquarters: Washington, D.C.

Industry: Financial Services

Employees: +5,000

Locations: +3,700

1 of the world's largest AWS users

EXECUTIVE SUMMARY

Reasons this organization chose Vyopta:

- Single dashboard for entire mixed UC infrastructure
- Room Analytics
- Allows IT to support hybrid work from home and in the office

With Vyopta, this organization is now able to:

- Monitor multiple collaboration endpoint types with a single solution
- See full call detail records for real time troubleshooting
- Report on utilization of all collaboration platforms to make business decisions

COLLABORATION ENVIRONMENT

- **Desktop, Mobile Clients:** Zoom and Microsoft Teams
- **Personal and Room Endpoint Systems:** 1220 conference rooms (Zoom, Cisco)

ABOUT

This financial group is a private not-for-profit American organization regulating member brokerage firms and exchange markets. It is dedicated to protecting investors and safeguarding market integrity while facilitating dynamic capital markets. In fact, they oversee 600,000+ brokers across the United States and analyze billions of daily market events.

CHALLENGE

Back in 2016-2017, this financial organization was heavily invested in Cisco and was experimenting with Zoom for virtual meetings. In the office space, they also utilized Avaya and Cisco phones as well as Cisco endpoints in their conference rooms. With this mixed environment, they needed end user reporting for each collaboration platform to determine what provided the best digital experience for end users. Facilitating around 52 billion transactions each day required and continues to always require high quality collaboration nationwide.

SOLUTION

Vyopta entered the scene in 2016 to support this financial group's demand for utilization reports for its entire UC environment. Vyopta revealed to the organization how and when platforms were being used by end users which gave the IT team and leadership a better understanding of the quality of digital collaboration.

Vyopta also showed how rooms were being used (i.e., presentation, large group calls, 1x1s) which helped justify the investments of conference room technology and identify whether further investment was required or if space needed to be reallocated. This organization also used Vyopta's reports to learn that 30% of their conference room meetings were ghost meetings (meetings where employees who no longer worked at the company or teams who did not work in the office still had rooms reserved for meetings). This created wasted office space and was quickly remediated.

During the pandemic, this organization became hyper focused on fully supporting remote and hybrid work. This led to the goal and project of



having nothing on-premises and making the environment 100% cloud. This included getting rid of all their hard phones and Cisco Meeting Server (CMS), and then giving all end users Zoom Phones instead. A cloud connection between Genesys and Zoom was then added to manage all their call traffic, too. In addition, Microsoft Teams was added to the multi-vendor mix. All throughout this transition, the organization leveraged Vyopta to monitor the transition's progress as well as manage the entire UC environment's quality of performance.

IMPACT

As teams began to return to the office and hybrid meetings occurred, it became apparent that for this organization, meetings were more productive if they were either 100% in person or 100% virtual. They introduced Presence with a Purpose (PWP) in July 2022. PWP encourages teams to hold meetings together in the office if they have a purpose for being there or keep the meetings remote. Vyopta's insights into the organization's meeting data helped them quantify the benefit of this program.

“ You need a common tool that can provide analytics across all of your collaboration platforms to help you figure out what's happening now and what you need in the future. That's Vyopta. ”

Senior Director

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

