

# UCSIMPLE BUSINESS CASE

*"Especially during times of crisis, communication has to be quick. But in our daily work to combat hunger, we need cross-border and short and, above all, reliable lines of communication that can also be used on the move. Skype for Business has convinced us with its rich features and the simplicity of easily setting up and hosting audio and video meetings anytime, anywhere."*

Linda Szelag, IT Director



## WHEN EVERY SECOND COUNTS - FIGHTING HUNGER WITH A FUTURE-READY CONFERENCING SOLUTION

### UC Services

- Assessment & Conceptualization with Advisory Service
- Tailored Consulting
- All-IP Transformation as part of Future Workplace Transformation
- Global Managed Services for Enterprise Voice & Conferencing

### Customer Challenge

- Improve the global communication and collaboration processes
- Kick-off an All-IP and modern workplace strategy
- Smooth migration from ISDN to IP
- Smooth migration from legacy telephone system to Unified Communications
- Installation of a new, state-of-the-art conferencing solutions, replacing the existing conferencing infrastructure
- Eliminate audio & video media discontinuity due to heterogeneous technologies
- Improve user experience and adoption
- Build a modern, responsive workplace and meeting room environment

**Solution** - Welthungerhilfe has chosen Microsoft Skype for Business, and respectively Microsoft Teams, to be implemented as their unified communications and collaboration solution, thereby retiring the legacy telephone systems, as well as, the standalone Cisco video conferencing infrastructure. Integrating Skype for Business/Teams in the meeting room, alongside easy-to-use devices for every employee, is an additional aspect of the solution. Deep integration with SAP CRM, which supports incoming caller identification for the charity hotline, will also be part of this migration.

Our UC experts enable the smooth migration of the legacy telephone system to Skype for Business and sets up of worldwide Skype Room Systems with Polycom Group Series and Eagle Eye Director 2, incl. PANO, worldwide. To ensure seamless communication and collaboration, "Welthungerhilfe" is also taking advantage of our full-circle Managed Services as part of our UC Simple approach relying on our vast experience in Enterprise Voice and Conferencing.

## ABOUT WELTHUNGERHILFE

Welthungerhilfe is one of the largest private aid organizations in Germany. Politically independent and non-denominational, it is fighting for „Zero Hunger by 2030“. Since it was founded in 1962, more than 8,900 overseas projects in 70 countries have been supported with 3.53 billion Euros. Welthungerhilfe works on the principle of help for self-help: from fast disaster relief to reconstruction and long-term development cooperation projects with national and international partner organizations.