



DAMOYO

# ROLLOUT OF MICROSOFT TEAMS TO GREENYARD

Enabling communications transformation  
for 4,000 employees across 13 countries



## THE BACKGROUND

Greenyard is a global market leader in fresh, frozen and prepared fruit, vegetables and plants. The Belgian company's dynamic business model enables it to supply 19 of the top 20 retailers in Europe with almost three million tons of produce every year.

The company operates in 77 sites across 27 countries in Europe, Eastern Europe, Africa, South America and the USA. But keeping ahead of trends in taste and dietary needs has meant the company has acquired many businesses, in many different countries – and has inherited their various IT systems and approaches along the way.

## THE CHALLENGE

Greenyard's mission is to make healthy food available and affordable to people everywhere. Yet its numerous legacy IT systems were getting in the way of cost control and efficiency.

Across Greenyard, a large mix of service providers and suppliers were handling networking and IT. These included:

- 9 different telephone systems
- 25 telco operators
- 70 internet breakout points

Instead of a centralised system, Greenyard had islands of unconnected local area networks (LANs). In addition, each group entity had its own IT support team, and different ways of using and maintaining the various systems. Online collaboration was also difficult and security needed to be updated.



## GREENYARD AT A GLANCE

- €4bn turnover
- 77 sites in 27 countries
- 9,000 employees
- 3 million tons of produce annually
- Supplies 19/20 top EU retailers

When Greenyard's new Corporate Director of ICT, Luc Verbist, took control of the company's IT strategy in 2018, his first task was to seek out a centralised, cloud-based system for 12 European countries and two sites in the USA.

Verbist says: *"There was no standardisation. There was some interaction between business units – but if I wanted to call a colleague in Poland, for example, there was no centralised directory where I could look up his contact details. Instead, I would have to ask around. Of course, this takes time. And in terms of collaboration between teams, well, there was no easy way to do that either."*

Greenyard needed a centralised, cloud-based, IT and VoIP network – and it needed to reduce the total cost of ownership of European data and voice network services.

## WHY DAMOVO?

Finding the right partner for the detailed project was critical. Verbist says he was looking for a managed services partner with a strong voice heritage, who could implement a hybrid network rather than simply rip and replace – and that would care about quality delivery.

Greenyard awarded Damovo the contract to implement Microsoft Teams across 13 countries over six months – and to provide managed services for a further five-year period.

Verbist says: *"Damovo came highly recommended by a number of contacts. One of the most important things about Damovo for us was that they're big enough to take control of a complex task of this nature – but they're not so big that we don't matter to them. They care that they deliver – and this is important."*

## DAMOVO AT A GLANCE

- Direct presence in 13 countries
- Global operations spanning 150 countries
- 50 years experience delivering UCC solutions
- Microsoft Gold Communications and Gold Datacentre Partner

The award-winning ICT director says it is also important that Damovo has an active presence in all countries. And, he says, Damovo is an operation that "thinks with him". He explains: *"When I first started on this journey, I had thought I'd use another platform – but Damovo suggested that Microsoft Teams might be a better fit for our particular needs."*

Another big plus, says Verbist, is that Damovo has a mature managed services offer. He says: *"It's a no-brainer. When an organisation is going to manage the service for you for years afterwards, you know that they're going to get the implementation right."*

## WHY MICROSOFT TEAMS?

Verbist says that Microsoft Teams enables Greenyard to achieve several objectives, all via one platform.

He says: *"It integrates VoIP, meetings and collaboration – which is exactly what we needed. It's also very intuitive. A number of our people couldn't have the training we'd planned because of the global pandemic, yet they were still able to adopt Microsoft Teams easily."*

*"And because everything is in the cloud, it helps to future-proof the system. If we acquire further businesses, we will be able to roll Microsoft Teams out to them easily."*

## THE DAMOVO APPROACH

Tearing out older infrastructure can be costly and time-consuming – which in itself can be a barrier to implementing smarter ways of working.

Damovo has been working to provide a hybrid network, wherever possible. Over 50 years experience in voice and data networking, coupled with expertise in implementing cloud-based solutions enables the integrator to design and deliver the best possible solution for Greenyard. At each site the infrastructure has been prepared, dial plans implemented, and the local staff briefed on the changes to expect – which is critical for user acceptance.

Walter Goovaerts, Damovo Account Manager, explains: *"Our skilled engineers have been able to install SBCs (session border controllers) in Greenyard's existing infrastructure. This has been a very important part of the delivery."*

*"An SBC is a device that sits between the local area network of a business and the network of the telephony provider. Traffic from the telephony provider is routed through the SBC via Session Initiated Protocol (SIP) trunking and vice versa."*

*"The SBC acts as a secure gateway – and critically, can also act as a kind of translation device. An SBC understands the language of the legacy voice platform and converts it into the language 'spoken' by the new platform software, such as Microsoft Teams."*

*"This approach makes wide-scale adoption of Microsoft Teams available at scale and pace. Our design includes datacenter set-up – and guarantees zero failures."*

As well as infrastructure design and Microsoft Teams implementation, the solution includes:

- Monitoring with One Voice Operations Center (OVOC)
- 1,000 Audiocodes IP phones
- 1,200 Poly headsets
- Poly videoconferencing devices
- PhonEX Call Accounting server with licence for 4,000 ports
- Fax server with licence for 160 users
- Connecsy Attendant consoles
- Up to 4,000 users will be connected to the system.

## RESULTS

The roll-out is happening as quickly as existing telecoms contracts come to an end in individual countries. It is already complete in a number of countries.

Verbist says: *"Estimating conservatively, we believe the new system is going to save us €1m in call charges alone. Then of course there will be savings associated with maintenance."*

*"Importantly, it has made the transition to home working – necessary because of the pandemic – easy. And in the future, I believe it will help us to meet our sustainability targets as we connect more over Microsoft Teams and possibly less via face-to-face meetings. Damovo is a great partner in helping us to bring about this transformation."*

