

An aerial photograph of a mountain range with a lake in the center. The mountains are covered in green vegetation, and the lake is a light blue color. The sky is a clear, pale blue.

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Efficient communication – it's
not rocket science



Change Driver

An aerospace company was using outdated telephone systems from multiple providers.

The IT manager in charge wanted a Unified Communications & Collaboration (UCC) solution that met the current requirements for secure, reliable and efficient communication. It was particularly important that employees could set up and conduct web conferences from their own workstations.

In addition to the technical component, there was a particular focus on user acceptance – to make sure employees recognised the advantages of the new way of working and adopted it quickly.



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Damovo Approach

We replaced the various systems with an on-site Cisco UCC solution. Around 2,500 employees use it to make phone calls and hold video conferences – with 80% of employees using the soft client and 20% using desk phones.

Now all employees can plan and conduct web conferences from their workstations. They no longer have to relocate to one of the few physical conference rooms.

As part of the transformation process, a Damovo Customer Success Manager carried out extensive acceptance management measures. These included numerous "how-to" videos integrated into the client's learning platform as well as communication guidelines and training flyers.



Customer Value

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How the **company** benefits

This has been a very valuable project. It was implemented shortly before the outbreak of the Corona pandemic – and allowed the company to react flexibly to an increased demand for web conferencing.

The company now has a secure, reliable and efficient communication system that can easily be administered by IT.

How **employees** benefit

The new UCC platform has been enthusiastically adopted by employees.

Web conferencing is now part of their everyday communication toolkit and promotes effective collaboration across different teams.