

DAMOVO

Damovo delivers global managed voice support to a leading global consumer goods company

A photograph of a meeting table with laptops, notebooks, and drinks. The table is made of dark wood and has several items on it: a white laptop, a notebook with a pen, a glass of iced tea, a white mug, and another notebook. The background is slightly blurred, showing other people at the table.

Successfully reducing costs and improving services for 95,000 employees across the world

THE OPPORTUNITY

Damovo has a long standing relationship with a large global systems integrator who was undergoing some restructuring following a merger. When deciding on its strategic direction, it decided to cease investment in its internal voice services capability. Yet the company had a high-profile, high-value customer that needed ongoing support for its voice infrastructure. That customer is a leading global consumer goods company with more than 80 brands in its stable and over 95,000 employees.

The SI naturally wanted to maintain the valued relationship with its customer. The challenge was how to continue delivering service that exceeded the customer's expectations, with the close levels of collaboration needed to make the partnership work. In late 2016, they issued a formal request for proposals to provide managed voice services. After evaluating all bids, the SI chose Damovo. The two companies already had a long-standing partnership – having previously worked together on outsourced voice and data services, including specific projects for that particular end customer over many years. This experience was a critical success factor.

“It was imperative that we handled this process in a way that was seamless for the client and its employees. Damovo knew the account, understood the SLAs, the relationship, and the delivery model back to the end customer. That incumbent knowledge was critical.”

(SI Account Delivery Executive)





DAMOVO DELIVERS

The managed services agreement spans 72 countries, supporting 95,000 employees across EMEA, North America, LATAM and APAC. It covers all of the company's voice estate, as well as support services such as carrier and capacity management, change management, configuration management and extensive reporting.

As part of the process, 30 of the SI's staff based in Costa Rica, the US, Malaysia and the Philippines made the transition to Damovo. This was a cornerstone of the agreement with the end customer, who was keen to ensure that the same people who had delivered the service continued to do so under the new arrangement. "It was imperative that we were able to keep the same footprint and delivery model," said the account delivery executive.

He also praises how Damovo handled the HR aspect, by arranging location visits and team meetings to manage the staff transition. Since then, there has been continued and committed executive engagement between the two companies to maintain service to the customer. This has involved frequent interactions and business reviews.

Another key component in making the transition a success has been Damovo's close relationship with all of the customer's main technology vendors including Cisco, Avaya and Mitel.

FUTURE OPTIMISATION

The new managed services agreement between the SI and Damovo provides the end customer with the same excellent levels of service. Better quality management reporting on system performance has also facilitated the development of a model that will deliver further service improvements.

New innovative approaches, including the introduction of automation will also enable further cost savings and efficiency gains for the customer in the longer term.

In parallel strong foundations have been established that will enable the customer to migrate from its legacy infrastructure to the latest technology over time.

“The continued service since the handover, with no escalations or issues, is testament to the quality of work and continued support from Damovo. The ease with which we could do business with Damovo stood out. They understood the client’s needs and my team’s needs. It felt like a partnership from day one.”

(SI Account Delivery Executive)

Damovo delivers technology-enabled business efficiencies to enterprises around the world, enabling them to stay ahead in today's digitally transforming world.

Our customers benefit from our 50 years of experience, expertise and ecosystem of industry partners. Through our consultative approach (understand, deliver and improve) we work with our customers to explore how technology can support their business objectives now and into the future. Our portfolio includes solutions around Unified Communications and Collaboration, Enterprise Networks, Contact Centres, Cloud Services and Global Services.

Damovo has regional offices across North and South America, Europe and APAC, with a global capability spanning operations in over 150 countries.

Whatever the sector and wherever the geography, we give our 2,700 customers the tools they need to accomplish continuous business improvement.

Explore more at www.damovo.com