

Case Study: Enterprise Solutions



A Compunetix Service Wrap Solution for a Large Enterprise Insurance Provider

The Customer

A Fortune 500 insurance company wished to stop outsourcing their growing audio conferencing minutes to a service provider, and put those calls onto their own internal IP network. They required a standalone conferencing solution that could be seamlessly integrated into the existing infrastructure and provide conferencing services to their vast user community. The enterprise organization, listed among Forbes Global 2000, consists of thousands of employees and staff encircling the globe and relies on audio conferencing to spur group communication and collaboration on a daily basis across thousands of outlying offices in their network.

The Scenario

Requiring an enormous amount of communication for internal and external coordination, the organization had previously outsourced all conferencing and online meeting activities to a large, global Conferencing Service Provider (CSP). Their costs, paid on a per minute basis, steadily rose over the last 20 years as both the corporation, and its need for meeting minutes, grew.

Traffic analysis through their networking provider indicated that the majority of conferencing endpoints were within the organization and on their network.

The Challenge

The insurance provider was seeking an advanced, cloud-based collaboration solution that could be hosted on-net and would allow the organization to maintain the level of meeting assistance and support that their user base was receiving from the CSP service. In addition to the high level of sophisticated operator support, the solution would need to include advanced services such as translations, transcriptions, recording, and more.

The organization also required least-cost routing to conferencing resources with a path for future growth and cost containment.

Challenge:

To transition away from a CSP-driven conferencing model and recapture costs associated with on-network traffic without losing the level of meeting assistance required by their user base.

Solution:

Incorporate the CONTEX Summit® into the network to and deliver feature-rich conferencing that maintains the high quality support previously experienced with a service provider, at a fraction of the cost.

After Working Closely with
Compunetix Experts ...





The Solution

After verifying the analysis of on-net versus off-net traffic, Compunetix developed a disruptive pricing solution for the large insurance provider.

Rather than continuing to pay per minute for the hosted service provided by the CSP, Compunetix proposed that the organization add the CONTEX Summit media processor to its IP network to provide conferencing resources through which on-net users could connect at practically zero incremental cost. The company could then engage with a CSP partner to monitor and maintain the installed conferencing platform and provide day-to-day operator services (for a fixed monthly fee), or train internal staff to provide high level operator support.

This proposal enabled the company to amortize the hardware costs over time, access the same advanced conferencing and collaboration tools for their meetings, and significantly reduce monthly spending. More importantly, they did so without sacrificing the valued service that their users had come to appreciate and depend upon.

The Results

This solution successfully satisfied the main challenges faced by this multi-national corporation:

- **Cost Reduction:** Enabled the organization to reduce monthly conferencing expenditures, and better manage/predict long-term conferencing and collaboration costs.
- **Safeguarding Quality:** Enabled the company to continue to receive the high quality telephony and operator services they previously associated with hosted services.
- **Improving Efficiency:** Allowed the insurance provider to better utilize their existing corporate network and resources to service their on-net user base.

For more information:

Visit www.compunetix.com to learn more about the complete line of Compunetix audioconferencing solutions.