

INSURANCE PROVIDER CASE STUDY

THE CLIENT

A leading insurance provider headquartered in London. They operate internationally with a network spanning more than 650 employees across their UK and international operations.

THE CHALLENGE

The client approached the Natilik team with the aim to facilitate an agile working environment where users could collaborate with increased mobility within their re-designed London office as well as remotely. The remote working requirement was expedited by the global pandemic of 2020 as all the client's users worked remotely for much of the year. In achieving the client's desired business outcomes, together we had some key considerations:

Enhancing User Experience

The client recognised that they had a legacy of disparate collaboration solutions, which led to an inconsistent and sometimes frustrating user experience. Therefore, providing the same collaboration experience inside and outside the office was critical to ensuring the user experience was consistent and easy to use. Any future solution needed to integrate across the collaboration mediums of voice, messaging, video and conferencing and should have strong integration into Microsoft 365.

Value Realisation

The client had previously invested in Cisco collaboration solutions including Cisco on-premise voice, Webex conferencing, Cisco contact centre and Cisco video end-point solutions in place. Our joint aim was to maximise the investment in these technologies; integrate them, introduce new features, provide a new messaging platform and wrap it all up into a simple monthly payment plan. Ensuring that the solution was cloud compatible was also important to meet the client's longer term cloud strategy.

Seamless Utilisation

A key requirement that the client had was to ensure seamless usage for all their team members. Through the utilisation and adoption of the new solutions, we could ensure that the highest level of productivity was possible, regardless of being in or out of the office.



THE SOLUTION

Natilik's recommendation to resolve the client's challenges, whilst ensuring the key considerations were met, was to implement an end-to-end Cisco collaboration environment utilising Natilik's deployment, adoption and support services.

The Natilik team demonstrated how the collaboration solution would work through a joint showcase with Cisco, where together we presented how simple the solution was to use and how each component part integrated seamlessly.

Natilik's recommended solution also integrated into the client's existing on-premises video end-points and Office 365 applications, completing an end-to-end consistent collaboration experience both within and outside the office.

The Solution Included:

- Cisco Webex Teams as the unified client for calling, messaging and joining meetings. This was to be deployed onto desktops and mobile devices.
- Cisco Webex Meetings for conferencing to be utilised via desktop and mobile devices.
- Cisco on-premise voice with Cisco Contact Centre that could be controlled through the Webex Teams client with the ability to migrate to the cloud.

DISCOVER

Through a series of planning and design sessions, Natilik was able to understand the client's business needs and design a solution that was right for them.

1.

DISCOVER

DESIGN

Natilik designed a solution which complemented the client's existing technology investments and met the needs of their business.

2.

DESIGN

TRANSITION

The Natilik team worked tirelessly in response to the sudden requirement for the entire workforce to work remotely, which greatly accelerated the timescales for this project.

3.

TRANSITION

MANAGE

The solution is fully supported by the Natilik 24/7 NOC Team. If any issues arise, they can be dealt with in a timely manner, minimising disruption to the business.

4.

MANAGE

OPTIMISE

A success plan was developed and put in place to ensure successful adoption of all team members both in and out of the office

5.

OPTIMISE

THE OPTIMISATION

Communication, awareness and training are all important elements of any infrastructure transition. However, this was challenged by the entire workforce migrating to remote working in early 2020. In order to accommodate this, whilst ensuring we had 100% adoption, Natilik designed and delivered a customised learning portal for the client, which provided personalised training and e-learning materials for all team members. The portal even featured a bespoke avatar character of their Head of Technology and Innovation, to add a personal touch to the remote learning experience. The platform was a fun and simple way to achieve adoption of the solution.

The adoption team at Natilik will continue to work with the client to ensure usage of the solutions is maximised and users are happy!



COMMUNICATIONS

The Natilik team incorporated custom content that was delivered virtually as part of the communications campaign. This was followed up with detailed custom interactive eLearning modules that were specific to the functions, features and changes that were being deployed.

AWARENESS

Natilik delivered a customised learning portal to the client's team members. All the deployed content was trackable by the project team, providing them with complete visibility over the number of users accessing the content and insight into how well the solution is being adopted.

TRAINING

Alongside the online content delivery, virtual instructor-led sessions were delivered to key personnel in events, HR, L&D and support to workshop and discuss the Cisco Event and Training Centre platforms.

THE OUTCOME

The client now has an all-in-one, unified collaboration platform which enables over 650 employees to communicate easily from offices and remote locations all around the world.

The team have seen an impressive uptake in the usage of the collaboration tools with desktop video meetings having increased by 9000% and web conferencing having grown by 700%. The client has expressed that the new tools have completely transformed their user experience and eradicated any frustrations that had previously occurred. The client has noted an increase in productivity and is noticing a heightened feeling of group connectedness with the company culture, as teams are no longer siloed by technology.

The collaboration tools that the team have now put in place facilitate an agile working environment, making communication possible for everyone, regardless of their device or location. All users can easily interact with their internal teams, as well as with external clients, allowing them to focus on providing the excellent service, which the client is renowned for.

Purchasing the solution as part of an Enterprise Agreement has enabled a simpler and more effective procurement process to be implemented. This has transformed the billing experience, wrapping everything into one simple, easy to manage, monthly bill. The additional simplicity of invoicing and their improved procurement model saves the client's team members precious time.

The new collaboration solution has integrated seamlessly and enhanced the existing technology that the client had already implemented, enabling them to embark on the next stage of their journey. With this in mind, the Natilik team are looking forward to continuing to support the client on their cloud journey and will be working with them to migrate their voice solution in the next twelve months.

ENHANCED USER EXPERIENCE

The client's prior disparate collaboration experience has now been transformed, removing user inconsistencies and frustrations. The new industry leading solution provides world class communication and interaction capabilities, resulting in far greater cultural cohesion for the client as a whole.

IMPROVED UTILISATION

Team members have embraced the new technology and there has been a 9000% increase in desktop video meetings and a 700% increase in web conferencing across the business. The insights and visibility provided through the e-learning portal have been vital tools for the client during this roll out.

VALUE REALISED

The new solution has transformed the way in which the client is able to collaborate and work seamlessly regardless of their location, resulting in improved productivity and greater efficiency.