

BDP

Lync Enterprise Voice

risual

risual

the customer

overview

customer
BDP

website
www.bdp.com

number of employees
600+

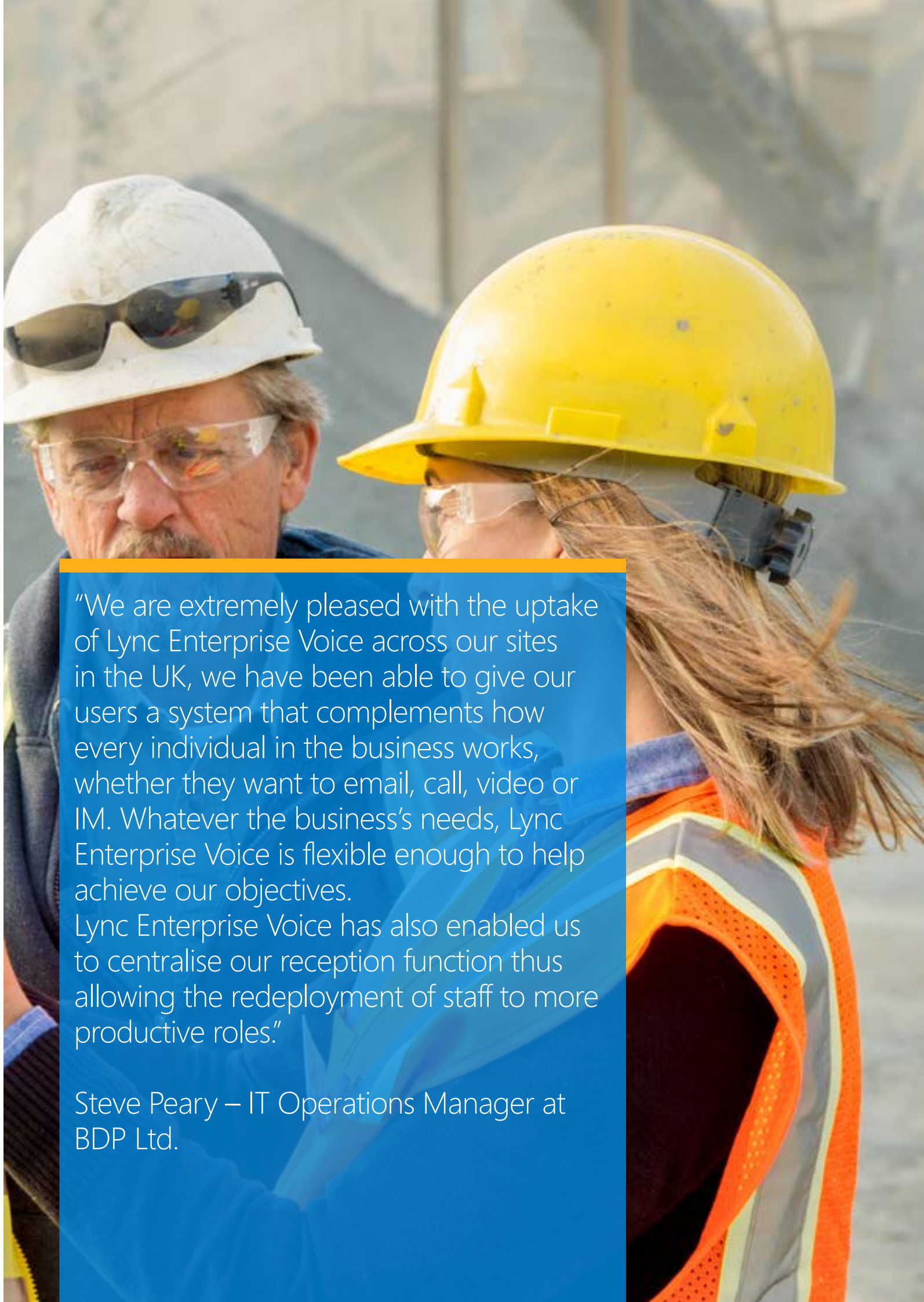
country or region
Worldwide

industry
Building and Architecture

customer profile

BDP is a major international practice of architects, designers, engineers and urbanists. Originally established in 1961 as Building Design Partnership, BDP now has studios across the world. These combine local knowledge with the vision, values and infrastructure of a major award winning practice.

BDP.



"We are extremely pleased with the uptake of Lync Enterprise Voice across our sites in the UK, we have been able to give our users a system that complements how every individual in the business works, whether they want to email, call, video or IM. Whatever the business's needs, Lync Enterprise Voice is flexible enough to help achieve our objectives.

Lync Enterprise Voice has also enabled us to centralise our reception function thus allowing the redeployment of staff to more productive roles."

Steve Peary – IT Operations Manager at BDP Ltd.

the problem

BDP are a major international practice of architects, designers, engineers and urbanists. Within offices in the UK they started to become aware of the need to replace their old telephony system which was 12-15 years old. The system made it difficult to collaborate across projects and call internally as all offices used a standalone system instead of an integrated system which would have been the same across sites.

Initially, BDP were looking to replace the systems in the London and Bristol offices and looked into options including a Nortel upgrade and hosted IP systems. BDP felt that the two options would have been too expensive with one off costs of up to £350,000 with maintenance fees on top. As spare parts for the current system were becoming hard to come by, BDP spotted a crack in the support available and started to look elsewhere for a solution.

BDP discovered Lync 2013 at a UC event and started internal investigations into the solution. With a Microsoft Enterprise Agreement in place, BDP already had the licencing to deploy Lync which was worth approximately £50,000. BDP discovered that they would save on average £25,000 per annum across the business with the deployment of Lync Enterprise Voice and which was a huge saving compared to other solutions which would have cost the business money in upfront fees.



change of business needs

BDP wanted to modernise their system completely due to the change of attitude to work with new employees joining the business and Graduates who expect IM and video capabilities. They had other business needs including:

- The system itself needed to be fully maintainable
- BDP wanted free internal phone calls across office sites
- Productive meetings and easier processes
- Ensuring email remains relevant content
- Video and IM
- Increase in productivity
- Decrease in travel costs
- Collaborative working with clients

the solution

BDP needed a solution that was reliable, provided the best possible voice quality and was significantly better than the old system they had in place. BDP have reduced the cost of supporting multiple services by upgrading to one integrated solution that includes everything—voice, video, and online meetings. BDP have also been able to upskill their engineers by choosing an on premise solution which means they can now deal with any maintenance themselves.

benefits

- Agile working
- Reliability
- Flexibility
- Professional collaboration and meetings—all integrated with Office
- Resilience
- Help keep info safe and manage accounts easily
- Simplicity
- Increased productivity and cost savings
- Free internal calls



risual were recommended by Microsoft to implement Lync Enterprise Voice for BDP. Keen to show examples of other Lync 2010 consultancy work, risual arranged for BDP to meet with Leicester County Council for reference. BDP were able to ask questions on what to expect from the project and were enthused by the positive feedback Leicester County Council had given risual.

risual designed both high level and low level documents which outlined all the different stages within the project and worked with BDP to ensure that they got the most out of the solution after migration, risual even set up meetings with headset vendors so that BDP could test and choose the right headset for their needs. BDP were impressed by how well all of risual's consultants were briefed throughout the project as no time was lost with consultants catching up or starting from scratch. BDP felt that risual did a fantastic job on the project and are now in conversations to deploy further Microsoft solutions.

Contact

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