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Pernod Ricard UK

Microsoft Lync Enterprise Voice at new HQ site

- 'Work anywhere' hot-desk culture enabled by new UC infrastructure
- Lync Enterprise Voice deployed for 300 users
- Powered by Cisco wireless local area network & Exponential-e fibre internet connection and maintained by Koris



Scenario

Pernod Ricard are co-leaders in the global wines and spirits industry with famous names such as Absolut Vodka, Chivas Regal and Havana Club in their House of Brands.

Pernod Ricard UK were moving their headquarters to West London's Chiswick Park and turned to Koris for design, implementation and maintenance of their new communications infrastructure.

A Microsoft Lync solution was required to integrate with the group's existing global Lync setup whilst a wireless VoIP solution was also required for flexible telephone functionality at the new site.

Solution

Koris upgraded Pernod Ricard UK's legacy Lync 2010 system bringing Enterprise Voice functionality with rich VoIP features into the Lync environment alongside instant messaging, presence indication, video and web conferencing, screen sharing and Microsoft Office integration.

Plantronics headsets were deployed to give access to Lync's VoIP functionality through all users' laptops, whilst the Lync app is available for all smartphones and Polycom CX600s have been

installed for departments that requested desk phones.

“ Lync frees people up to the way they want to work and has been positively accepted. Being a global company makes international collaboration very important to us, and Lync makes setting up and running remote meetings very easy. The integration with PowerPoint and other Office apps also enhances collaboration. ”

Steve Faloon
Head of IT, Pernod Ricard UK

Results

Since moving to Chiswick Park, Pernod Ricard UK are enjoying a true 'work anywhere' hot-desk environment. With Lync Enterprise Voice available wirelessly on all laptops and mobile devices, users are free to work anywhere in the building which has encouraged cross functional collaboration.

Thanks to the new Lync setup and end-user training provided at Chiswick Park, adoption of Lync's wide-ranging features has increased, which is also improving the quality of communication between London-based staff and those at the group's international sites.

High quality team conferencing is enabled by Polycom CX5100 Unified Conference Stations boasting 360° video, whilst the advanced integration of Lync and Microsoft Office applications has further enhanced the effectiveness of online meetings.

As well as the productivity benefits, the Lync investment is saving money in other areas with 3rd party apps becoming obsolete and call charges lowering with many calls now being made through Enterprise Voice.

Project implementation

Pernod Ricard had a firm deadline in place for the office move and needed to ensure that the switch was a smooth one for the 300 users catered for at the new site.

After a thorough assessment of both the customer requirements and the Chiswick Park office space, Koris created and implemented a project plan to set up the new site infrastructure ahead of schedule.

To ensure a successful launch, a Koris technician was on-site on the first day of operation to deal with any technical or end-user queries, with technicians also available on a 24/7 basis in the days leading up to the move.

ServiceFirst

With the Chiswick Park infrastructure fully supported by Koris, in line with our ServiceFirst ethos Pernod Ricard enjoy direct access to qualified technicians whenever a query arises. This ensures a fast, reliable service from our in-house technicians on SLAs tailored to their needs. Koris have also provided technical and end-user training which alongside regular account reviews ensures that Pernod Ricard make the most of their Lync investment.

“ The technical expertise of Koris was very re-assuring from the start. Koris’ proposal was very measured and detailed in terms of SIP trunks and access points whilst competitors overkilled the specifications. Senior technical contacts have been very accessible throughout the project and since installation. ”

Tim Wood
IT Operations Manager, Pernod Ricard UK

Fully resilient supporting infrastructure

A Cisco LAN and wireless infrastructure were deployed at the new site to give network access to users anywhere in the building. The Cisco solution was chosen for its exceptional quality and functionality, which allows for high performance, reliable connections with 100% redundancy. The LAN infrastructure is proactively monitored by Solarwinds software which records network performance and gives alerts to Koris technicians when performance targets are not met.

Two fully diverse private Exponential-e fibre connections give the Chiswick Park office resilient internet connectivity, with SIP trunks improving service availability. Both the primary and secondary fibre connections provide a 100/100Mbps capacity, which are proactively monitored by Exponential-e’s 24/7 365 service desk. The ability to run multiple services over the Exponential-e fibre connection enables a dedicated 6Mbps of the connection to be partitioned specifically for Lync Enterprise Voice ensuring high quality calls, whilst the remaining 94Mbps caters for all other data needs. On top of sales and marketing activity this critically ensures that Pernod Ricard UK’s supply chain can be effectively managed at all times.