

Hewlett Packard Enterprise

Industry

High-tech

Objective

Create an enhanced employee collaboration experience that drives increased global information sharing and faster, more-informed decision-making.

Approach

Deploy Microsoft Lync to support anywhere, anytime, any device unified communications with fast, streamlined access, and easy-to-use functionality.

IT matters

- Enabled single-click connection; no dialing phone numbers or passcodes
- Reduced average time to dial into conference calls from 45 seconds to 2
- Supports more than 345,000 users—including 139,000 mobile users—for IM and conference calling
- Provides enhanced, consistent audio quality for phone and conference calls

Business matters

- Boosts productivity by saving 1.5 million minutes every month through single-click conferencing
- Lync is used for over 287 million minutes/month
- Simplified connection drives increased global collaboration
- Enhanced user satisfaction by collaborating and communicating using the device of choice
- Increased business flexibility, agility, and responsiveness through unified communications
- Anticipated savings of \$32 million USD in FY15 compared to using third-party audio conferencing with 95% of audio conferencing done through Lync

Microsoft Lync enables HPE to become a more responsive and nimble enterprise

Unified communications connects employees and saves millions every month.



“Enabling real-time collaboration gives our employees the tools they need to work together more effectively. Our Lync UC platform has played an important role in making HPE a more flexible, nimble, and responsive enterprise.”

– Fred J. Love, Unified Communications Engineering manager for HPE IT Infrastructure and Operations

Enabling simple, easy-to-use, streamlined communication within an organization comprising more than 345,000 employees and contractors spread across the globe in different geographical locations and time zones can be a major challenge.

Until recently, the lack of an enterprise-wide collaboration and communications platform was limiting HPE's ability to realize the full potential of the New Style of IT with its promise of increased agility and responsiveness. "People were installing shareware instant messaging applications," recalls Fred J. Love, Unified Communications Engineering manager for HPE IT Infrastructure and Operations. "They recognized IM as a powerful productivity tool, but they could only message a subset of other HPE employees, so the value was limited."

The increasingly complex environment presented significant integration challenges and was difficult to maintain. In addition, multiple voice solutions, calling cards, long-distance calling, subsidized home lines for teleworkers, and third-party voice conference charges all contributed to significant monthly costs.

A global rollout

With the passion to increase business agility and responsiveness, HPE looked for a unified communications solution that would deliver an enhanced employee user experience with a simple, easy-to-use interface and anywhere, anytime, any device access. "Our vision was a single, global tool people could use any time from their HPE provided PC or from their HPE approved mobile device," adds Love. Microsoft® Lync® was chosen for its ability to enable spontaneous and immediate collaboration and communication between HPE employees irrespective of their location or time zone.

The primary challenge faced by the Unified Communications team was the massive scope of the project. To streamline the process, they decided on a phased approach. The initial phase consisted of simply deploying Presence—the ability to determine whether another individual is online or not—and Instant Messaging (IM) via the Microsoft Lync platform.

The next phase added a range of services allowing users to initiate peer-to-peer calling, and ad-hoc conferencing which included instant content and desktop video sharing. "We wanted to measure the user adoption of these initial services, and we wanted to fine-tune the support processes for that would be leveraged for the next phase of services" says Love. "This also included monitoring network utilization to confirm that recent network upgrades provided the necessary capacity and Quality of Service (QoS) configuration to support a unified communications deployment".

The third phase of the project added telephony integration with scheduled audio conferencing services with dial in numbers, and "PC Phone" which offers full enterprise voice phone features including voicemail within the exchange environment. "By leveraging SIP trunking we were able to integrate with carrier networks to provide enterprise-class voice services at a fraction of the cost of traditional voice networks," says Love. Included in this phase was the launch of Lync Mobile which enabled any Android, iOS, or Windows® smartphone that adhered to HPE's security requirements. "Users can now join conferences with one click, or instant messages colleagues while on-the-go," adds Love.



1.5 million minutes of productivity saved every month

“Every month, Lync gives 1.5 million minutes of productivity back to HPE—just with single-click access to conference calls instead of dialing phone numbers and passcodes,” says Albert Grange, Unified Communications program manager for HPE IT Infrastructure and Operations. “And that’s in addition to the significant improvement in audio quality and the ease with which HPE employees can collaborate all across the globe.”

Each month, 258,000 voice users—including 139,000 MMS subscribers—spend an average of 287 million minutes using Lync. “With 95% of all audio conferencing done through Lync, we’re on target to save \$32 million USD in FY15 alone compared to what we’d be spending if we only used third-party conferencing services,” says Grange. “And by eliminating calling cards, home phones for remote workers, and providing headsets instead of phones, our communications budget has been reduced considerably.”

Love summed it up: “Enabling real-time collaboration gives our employees the tools they need to work together more effectively. Our Lync UC platform has played an

important role in making HPE a more flexible, nimble, and responsive enterprise, and our future migration to Skype for Business will take it to the next level. We’re experiencing the benefits of the New Style of IT which gives our customers confidence that we have the vision, the expertise, and the ability to deliver on our strategy.”

With a global presence and more than 345,000 employees and contractors, communication is HPE’s lifeblood. Microsoft Lync delivers real-time, single-click collaboration and communications that accelerates information sharing. The result has been faster, more-informed decision-making, driving innovation, and increasing HPE’s business agility.

Case study
Unified
Communications

Industry
High-tech



Customer at a glance

HPE hardware

- HPE FlexNetwork Multi-Services routers
- HPE Networking 4120 and HPE 4110 Lync Phone Edition Handsets
- HPE FlexNetwork 6600 Series Hybrid Services Router
- Aruba 3800, 5400 Switch Series
- HPE FlexFabric 5900 and 10500 Switch Series
- HPE ProLiant BL460c Blade servers

Software

Microsoft Lync

Learn more at
[**hpe.com/networking**](http://hpe.com/networking)



Sign up for updates

★ Rate this document


**Hewlett Packard
Enterprise**

© Copyright 2015–2016 Hewlett Packard Enterprise Development LP. The information contained herein is subject to change without notice. The only warranties for Hewlett Packard Enterprise products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Hewlett Packard Enterprise shall not be liable for technical or editorial errors or omissions contained herein.

Microsoft and Lync are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. Windows is a U.S. registered trademark of the Microsoft group of companies.

4AA5-9633ENW, February 2016, Rev. 2