

# Case Study

## Cloud Compute and UCaaS

### Client:

### A Fortune 20 Company

This manufacturer is an American multinational conglomerate corporation. The company operates in several diverse sectors including Oil and Gas, Healthcare, Transportation, Pharmaceutical, Aviation, and Automotive.

Challenge	CBTS Solution	Results
<ul style="list-style-type: none"><li>• Antiquated disparate phone systems across all divisions, which are costly to maintain</li><li>• Multiple cloud and compute environments</li><li>• Strong desire to get out of the business of updating and maintaining hardware infrastructure</li></ul>	<ul style="list-style-type: none"><li>• Single, cloud-based unified communications solution</li><li>• Private and hybrid cloud computing environments</li><li>• Hosted and managed by CBTS</li></ul>	<ul style="list-style-type: none"><li>• Drastically reduced the client's operational costs</li><li>• Substantial reduction in capital expenditures for communications and compute hardware</li><li>• CBTS provided a predictable cost model that scales up and down based on the needs of their business</li></ul>

### Challenge

CBTS' relationship with this client dates back to 1999, and has included many global strategic projects that have transformed their business operations. CBTS helps this client address various operational needs and run the global company in an efficient, nimble and productive way. The client requires flexibility, agility and customization. They are constantly evaluating their intellectual portfolio to determine what must be kept in-house and what can be outsourced. CBTS embraces that operational model and remains flexible to their business needs.

## CBTS Solution

### Cloud Compute (Private Virtual Data Center and Hybrid Cloud)

Over the years, CBTS has managed many compute and cloud programs for the client. These projects span development of the strategy, design and build of the environments, and ongoing management and support. One such strategic project went into production in 2010 and is running strong today. CBTS built an instance of its VDC (Virtual Data Center) solution as an internal private cloud for the client. Over the years, the VDC has grown to five production instances in five cities worldwide, with over 4,500 virtual machines in use.

CBTS owns all of the hardware associated with this solution and provides all of the infrastructure support, including OS, backup, and monitoring support on a 24x7x365 basis. The solution utilizes CBTS' orchestration and automation software to provision the systems and provide OpenStack API compliant functionality.

In addition to the above private VDC solution, CBTS also implemented a dedicated hybrid cloud environment for AWS, Azure, Office 365, and other public clouds, providing the following services:

- Public cloud network connectivity support
- Public cloud infrastructure management
- Public cloud tools automation support

In addition to the public clouds, CBTS build a private environment consisting of over 140 virtual environments and over 1,000 virtual machines across two data centers as part of the hybrid solution. This hosting environment supports multiple applications allowing for dynamic growth, flexibility, and resiliency, including 24x7x365 operational support.

### Unified Communications as a Service

In an effort to consolidate disparate voice platforms and continue removing capital expenditures from their environment, the client asked CBTS to build a fully managed, centrally hosted IP telephony platform. Development of the private hosted UCaaS solution began in 2011 and was rolled out to one of the client's business units that same year. The solution is still going strong today, and has since been rolled out to all of the client's divisions in the US and Canada. Currently, there are over 47,000 profiles managed and supported by CBTS. CBTS owns the entire UCaaS platform and the client pays a predictable monthly cost per user profile.

The solution is based on Cisco's HCS platform and includes:

- Voice and Collaboration
- Contact Center
- Video Conferencing

The monthly per user cost includes all equipment, maintenance and 24x7x365 support, all with the flexibility to scale up and down based on the needs of the business. In addition, because CBTS retains ownership of the communications platform, the client no longer has to worry about keeping up with hardware and software upgrades and security patches.

## Results

As part of a relationship that spans nearly two decades, CBTS has implemented an end-to-end hosted unified communications platform and both private and hybrid cloud solutions for the client. Results include:

- Elimination of large capital expenses and recognition of millions of dollars in operational cost savings across divisions and business units.
- Enhanced system performance and capabilities in the short and long term.
- Eliminate technology and service obsolescence by always having the latest, up-to-date technology.
- Remove system management burden for the client's IT staff.
- Allow multiple business units to utilize common environments without sacrificing cost or performance.
- Reduced travel expenses and increased training opportunities by using video conferencing and enhanced collaboration tools.

Because of CBTS' long-standing relationship with the client, we continue to be at the forefront of thought leadership and have a seat at the table for strategic technology decisions. As an industry leader, the client continues to pursue innovation and transformative ways of operating its business. They are very agile and adaptive to shifts in technology, and we embrace their culture and operate in the same manner. Being agile and adaptive, as well as consistently delivering operational excellence, have made CBTS a long-term strategic partner with the client.