



Expanding their footprint, improving offerings and saving 50% with a consolidated Cloud Voice solution

Overview

Jensen Hughes is a global leader in engineering consulting services, specializing in evaluating risks and designing fire protection and safety solutions that protect people and property. The company employs 1,500 people at 80 sites around the world spanning North America, Asia Pacific and the Middle East.

Productivity at Jensen Hughes was hampered by an outdated productivity infrastructure making it difficult to establish corporate culture among its distributed workforce of forensic examiners, fire protection officers and safety solution designers.



'NTT Ltd. represents a single vendor, a single point of contact. We've got change management, communications, project management—all those disparate elements all in one spot—a unified space within NTT Ltd.'

James Rippetoe, Vice President of Information Technology, Jensen Hughes



The challenges

Jensen Hughes was facing a number of telephony infrastructure challenges due to outdated equipment and a rapidly expanding global footprint. Across their sites, they were dealing with:

- A mixed bag of telephony systems dependent on costly MPLS and low bandwidth network infrastructure
- Legacy premise-based exchanges (PBX) in several international locations
- Half of the company using a cloud telephony solution too costly to roll out to all locations
- Multiple server locations collecting large volumes of data

Jensen Hughes realized they needed a solution that would meet the requirements of multiple lines of business and different locations, while at the same time hoping to bring chat, files, audio/video meetings and calling into a single user experience available across devices. By bringing all of these capabilities into a single, easily managed cloud-based solution, company leadership reasoned it could get greater value from their people and intellectual property while improving communication amongst their team.

The solution

Jensen Hughes needed a solution that would meet the requirements of multiple lines of business and different locations bringing chat, files, audio/video meetings and calling into a single user experience available across devices. To solve these and other issues, Jensen Hughes relied on the Cloud Communications division of NTT Ltd. and our Microsoft Teams Cloud Voice offering.

The Cloud Communications division of NTT Ltd. was chosen as the partner to deliver each phase of the project, delivering expertise in change management, project management, and information and telecommunication systems deployment. According to Jensen Hughes, our role as a trusted partner and advisor for implementation and roll out was 'absolutely critical'.

Microsoft Teams was chosen as the hub for team communication and collaboration due to its phenomenal public cloud network and because it was able to deliver the required capabilities in a single user experience.

NTT Ltd. worked in collaboration with Jensen Hughes to execute a three-phase project. Our approach to this project focused on driving behavior change up front by establishing Microsoft Teams as an effective and reliable tool for communications and collaboration, all the while working in tandem with their internal IT team to plan future stages which required more technical planning.

The outcome

Jensen Hughes now exclusively uses Microsoft Teams globally to support all their collaboration and communication needs, including full PSTN telephony integration. The company benefits from an increased capability to communicate with and reach employees, who now have a direct dial as well as Teams on their mobile devices. Based on internal calculations and pre-project cost analysis, Jensen Hughes forecast that by using Teams its total savings will be USD 400,000 per year – an approximate 50% reduction in costs.

‘NTT Ltd. are extremely sensitive to our timelines and offer advice on what we need to do in order to meet them.

They can give guidance on how to achieve success in a prescriptive way, making them unique among vendors we have worked with in the past.’

James Rippetoe
Vice President of Information Technology, Jensen Hughes