



United States | Professional Services

Jensen Hughes expands their footprint, improves offerings and saves 50% with consolidated Cloud Voice solution

Client profile

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.

'NTT 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.'

James Rippetoe,
Vice President of Information
Technology, Jensen Hughes

Summary

Productivity at Jensen Hughes was hampered by an outdated productivity infrastructure making it difficult to establish corporate culture among their distributed workforce of forensic examiners, fire protection officers and safety solution designers. 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. 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. We worked in collaboration with Jensen Hughes to execute a three-phase project. Our approach to this project focused on driving behaviour change up front by establishing Microsoft Teams as an effective and reliable tool for communications and collaboration.

Vision

Jensen Hughes needed to upgrade their outdated telephony infrastructure

Jensen Hughes was facing a number of telephony infrastructure challenges due to outdated equipment and a rapidly expanding global footprint.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 on-premises 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

They 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 among their team members.

Which technologies?

- Cloud Voice
- Microsoft Teams

Which services?

- Adoption and Change Management
- Advanced services for installation and support

Which partners?

- Microsoft

‘NTT 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

Transformation

Microsoft Teams delivers Jensen Hughes’ required capabilities in a single user experience

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 us and our Microsoft Teams Cloud Voice offering.

We were 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.’

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Results

Microsoft Teams saves Jensen Hughes USD 400,000 per year

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 their total savings will be USD 400,000 per year – an approximate 50% reduction in costs.

Technology plays a crucial role in driving business outcomes, which is why 85% of the Fortune 500 companies come to us. Find out how our full range of capabilities will empower your people, strategy, operations and technology to achieve your business modernization and transformation goals.

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