

Lync 2013 Customer Solution Case Study



Vehicle Manufacturer Reduces Costs with Communications Solution

Customer: Volvo IT
Website: www.volvoit.com
Customer Size: 5,500 employees
Country or Region: Sweden
Industry: IT services

Customer Profile

Volvo IT offers top quality IT solutions, competitive telematics services, and insightful consulting services from more than 35 locations around the world.

Software and Services

- Microsoft Server Product Portfolio
 - Microsoft Lync Server 2013
 - Microsoft SQL Server 2012
- Microsoft Office
 - Microsoft Lync 2013

When Volvo IT wanted to implement its Unified Communications Next Generation project, it deployed Microsoft Lync Server 2010 to provide instant messaging, presence, and conferencing capabilities to its employees. With the Lync solution, Volvo IT found it could reduce costs on audio conferencing and mobile roaming. It has also reduced management requirements. To build on the success of the current solution and improve availability, it tested Microsoft Lync Server 2013 as part of the project to prepare for a future deployment.

Business Needs

Volvo IT has long relied on Microsoft communications solutions for instant messaging, presence, and email, and these capabilities were deeply integrated into daily business practices. Volvo IT was using Microsoft Office Communications Server 2007 R2 for instant messaging and presence, in addition to the conferencing capabilities provided through the Microsoft Office Live Meeting client. Nearly all employees had access to the solution and about 50 percent of them were online at any given time.

Volvo IT still maintained a third-party audio conferencing service and depended heavily on mobile phones for voice communications. As the company became more reliant on its Microsoft communications solution, it wanted to

investigate high availability solutions. To improve its communications capabilities and reduce costs, Volvo IT initiated a project called Unified Communications Next Generation.

Solution

To meet the goals of its unified communications project, Volvo decided to migrate to Microsoft Lync Server 2010 to take advantage of the unified client and enhanced conferencing capabilities. Volvo IT is using the dial-in conferencing capabilities in addition to the Microsoft Lync 2010 client, which unifies instant messaging, conferencing, and desktop sharing capabilities in a single client. Volvo IT also migrated to Microsoft Exchange Server 2010 and deployed the Exchange Unified Messaging voice-mail solution.

For more information about Microsoft Lync Server 2013, go to:
www.microsoft.com/lync

With the Lync 2010 rollout, Volvo IT quickly adopted the management capabilities of the web-based management console and Windows PowerShell scripting. Volvo IT is also using role-based access control to provide its service desk with limited administrative access to handle basic support tasks.

For the second phase of the project, Volvo IT began testing Microsoft Lync Server 2013 to better understand the capabilities of the latest Microsoft communications solution and gain experience for its administration team. It deployed Lync Server 2013 in a lab environment. It deployed the server roles on virtual servers, including two front-end servers and a pair of Microsoft SQL Server database servers.

Lync Server 2013 delivers the ability for a fully redundant solution through paired front-end servers. Volvo IT tested the failover between the servers and found the experience to be seamless for employees. Volvo IT also set up database mirroring on the database servers to provide redundancy for Lync Server 2013 data.

Volvo IT has tested on the mobile clients for Lync 2013 extensively. Using the Lync 2013 mobile client, employees can place voice calls over a wireless network and join conferences with full voice and video.

Volvo IT also used the Microsoft Lync Web App. Through Lync Web App, external meeting participants have access to audio and video through popular web browsers.

Benefits

With the deployment of Lync Server 2010, Volvo IT has seen a broad adoption of Lync meetings. It has also saved money by reducing minutes on third-party audio conferencing services.

Volvo IT has reduced administration with Lync Server 2010 by using Windows PowerShell scripts to automate tasks. It can now do even the most complex tasks with Windows PowerShell.

The future migration to Lync Server 2013 will provide additional benefits for Volvo IT. Using the Lync Web App, it can more easily include external participants in Lync meetings, which will reduce the need for a third-party audio conferencing service. Additional cost savings can be achieved with the Lync Mobile clients. By making voice calls over the wireless network, employees can reduce their roaming charges when they travel.

Lync Server 2013 also provides the opportunity for a fully redundant communications solution through paired pools and database mirroring. Volvo IT can perform maintenance on its Lync servers without interrupting service to employees and can reduce downtime from server failures.