



Case Study

How a Specialty Materials Manufacturer Pursues Its M&A Strategy with Logicalis By Its Side

At-A-Glance

Customer: Global manufacturer of specialty materials

Industry: Manufacturing

Employees: 8,400 employees

Partner: Logicalis and Cisco

Challenge: As part of an M&A deal, this client acquired another company with 20+ global sites and wanted to immediately get its users on the same voice system to facilitate communication.

Solution: Logicalis Professional Services, Cisco Webex Calling

The Customer:

This client is a U.S.-based global manufacturer of specialized polymer materials, including thermoplastic compounds, plastic colorants and additives, thermoplastic resins and vinyl resins. In recent years, the company has shed non-core businesses and refocused on specialty materials in pursuit of its aggressive growth strategy.

Logicalis has been a trusted advisor to this customer for almost 10 years, initially working closely with them on their Cisco networking infrastructure and enabling collaboration for 5,000 users via the Cisco Collaboration Flex Plan. The Flex Plan allows organizations to use industry-leading collaboration tools with one easily managed subscription based on business size and needs. It not only includes technical support, but the Flex Plan also includes Cisco Webex Teams to drive stronger team collaboration.

In addition, as part of their M&A strategy, this manufacturer has consulted Logicalis on network and data center design. Logicalis has also assisted them with their Palo Alto firewalls, VMware licensing, NetApp storage, and Lenovo servers and they continue to rely on Logicalis for Microsoft, Cisco, and ServiceNow professional services.

The Challenge:

In 2021, this specialty materials manufacturer acquired a company with 20+ global sites and wanted to get its 1,800 new employees integrated into their phone system—both to facilitate global communication and eliminate the high costs of toll dialing.



The Solution

Because this customer was already using Cisco Unified Communications Manager (UCM) on premises and the Flex Plan supports on-premises, cloud, and mixed model deployments, it made sense to take advantage of Cisco's flexibility to help our customer keep its users connected and productive from anywhere in the world.

As a result, Logicalis proposed extending cloud-based Cisco Webex Calling to the customer's newly acquired sites with integration to their on-premise voice system. Webex Calling can reduce operational costs and improve productivity by helping to migrate critical business communications to the cloud. When combined with other Webex apps and devices, it completes the enterprise cloud calling and collaboration experience.

Webex Calling includes an option for a dedicated cloud instance, integrated with Cisco UCM to take advantage of Webex platform services, providing both cloud innovation and an enhanced user experience. The dedicated instance includes:

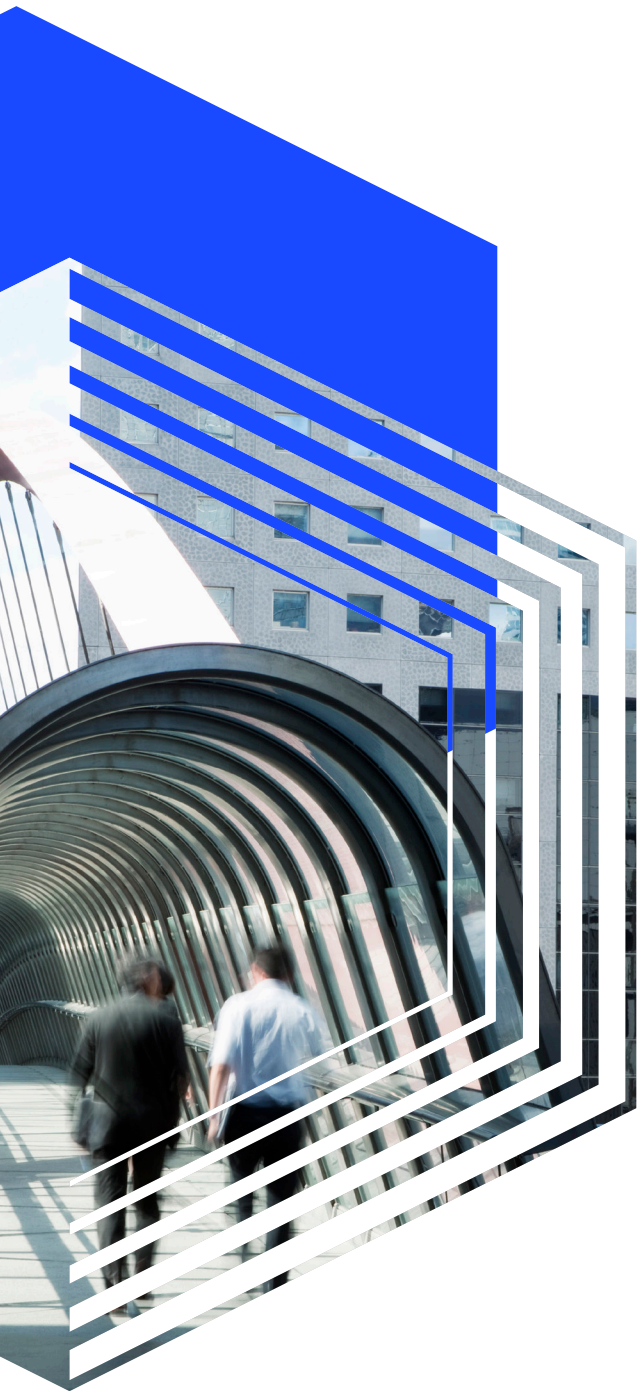
- Cisco Unified Communications Manager
- Cisco Unified IM and Presence
- Cisco Unified Unity Connection
- Cisco Expressway

In essence, Logicalis enabled the customer to connect to the internet for their voice connectivity by making the connections between their on-premise UCM environment and their cloud-based Webex voice environment.

Because the implementation involved 14 separate countries, there were naturally some challenges that arose. For example, this acquired company had its largest presence in China, which is notoriously difficult to establish PSTN access. Logicalis worked closely with one of its providers to add some routers, additional security licensing, and Cisco Unified Border Element (CUBE) licensing. In addition, some countries went onto the existing UCM platform. At the end of the day, Logicalis persisted and resolved the issue for the client, ensuring PSTN access in all 14 countries.

Finally, the customer added Cisco's real-time translation licenses, allowing their global employees to conduct meetings all over the world. The Webex bot not only translates meeting notes but also makes translations between meeting attendees via closed captioning, enabling meeting attendees to freely communicate in one of 100+ languages.





The Results

In just 10 months, the Cisco voice system integration was completed. Employees can now use six-digit dialing across all locations, saving this manufacturer the cost and hassle of toll dialing, and conduct meetings in whatever language they choose.

Additional opportunities include helping this customer integrate the new company's network into their network, which will require reconfiguring their networks and the IPC to ensure their servers are switched over.

The client is also in the process of acquiring another company with 600-800 seats. With its vast M&A expertise, Logicalis stands ready to help them solve their M&A integration challenges using a standardized, ITIL-based methodology. The goal is to provide true cultural, process and IT integration within agreed-upon budget and established timelines, enabling this specialty materials manufacturer to meet the most aggressive timelines and realize the intended value of the deal.

What can we do for your organization?

Contact Logicalis to learn how we can help.

Visit
www.us.logicalis.com

Call
866 456 4422