



## FULLY-MANAGED MICROSOFT TEAMS COLLABORATION PLATFORM MAINTAINS GLOBAL MARINE ELECTRONICS FIRM'S MARKET LEAD

"In contrast to other global suppliers, Tata Communications showed a willingness from the start to act collaboratively. They accepted the idea of working with us on a Microsoft Teams proof of concept, which was then developed into a full-size solution. Others weren't prepared to consider that sensible risk mitigation approach."

Emilio Marcheselli, Sr IT Architect, Navico

### Unifying disparate technology legacy

In support of its global expansion, Navico had acquired several companies around the globe over recent years, each with a different comms system. In 2018 the company set out to unify that disparate legacy to reduce cost, consolidate operations, and offer advanced collaboration facilities to all staff worldwide.

Microsoft Teams was chosen as a single infrastructure for the entire organisation, with Direct Routing to integrate PSTN services for all sites where allowed by local regulations. The service would eventually connect around 2,000 users across some 20 global locations.

### Tata Communications' collaborative mindset

Tata Communications was selected as a global partner to provide a fully managed service, chiefly because of its global reach, technical competence in systems integration, and the customer support quality on offer. Typical of the company's collaborative mindset was its willingness to run a proof-of-concept trial before undertaking a full-scale rollout.

Focusing initially on the US and Europe, on-prem and cloud-based session border controllers (SBCs) provided access to local telephony infrastructure, with PSTN replacement in nine countries. Tata Communications Global SIP Connect gateways and Microsoft E3 and E5 licenses provided by Navico form part of the technical solution.



15 service providers  
reduced to one



2,000 users across  
20 global sites



20 to 30% return  
across multiple projects



Industry-first  
innovation and integrations



**“With time against us, the appointment by Tata Communications of dedicated programme and customer success managers supporting the solution sale was the key event that lent impetus to the project. They worked as a team to solve challenges and remove roadblocks, especially dealing with third-party suppliers.”**

Emilio Marcheselli, Sr IT Architect, Navico

### Industry-first innovation and integrations

Pre-sales technical support from Tata Communications was vital in defining and implementing customised integrations. An example was a non-standard adaptation to allow people on legacy PBXs to dial Microsoft Teams users on private extension numbers without involving the PSTN. This not only saved call costs but also extended the life of previous Navico technology investments.

### Significant advantages taken together

The tangible advantages of the fully-managed Microsoft Teams service include central oversight and adaptation of call routing, a single bill for almost all countries in which Navico is present, and single-point-of-contact customer service. Along the way, the company moved from 15 different voice service providers to a single global carrier with intelligent inbound and outbound call routing. Such things have dramatically improved voice call quality and flexibility while reducing problem-solving time.

In a multi-product project, it's difficult to allocate a definitive number to the overall financial effect. However, taken together with Microsoft Teams collaboration, productivity uplifts, and savings on call costs, Navico estimates a return of between 20 and 30 percent on the overall investment. That doesn't take account of improvements in the company's competitive position through greater flexibility, accelerated time to market, and more sophisticated operations.

### SERVICE & SUPPORT

With existing service provider contracts expiring towards the end of 2020, rapid deployment was of the essence. Thus, early in the Microsoft Teams implementation project, service delivery was accelerated by researching and developing accurate site inventories, while weekly progress calls kept everything on track. Alongside, training was provided in the use of the Tata Communications access portal for trouble ticket and traffic monitoring facilities to bring Navico people up to speed.

### About Navico

Navico is a specialist marine electronics company with an unrivalled seven-decade heritage in developing, designing, and manufacturing industry-leading products. As one of the world's largest providers of leisure marine solutions, it also offers a comprehensive portfolio for the commercial market, including fish-finding and navigation equipment. As a global concern, the company has offices in the US, Mexico, the UK, Spain, Italy, New Zealand, Australia, and many other countries.

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