

COMMUNICATION TROUBLES IN THE C-LEVEL BUSINESS WORLD



YEAR:
2019

INDUSTRY:
Business

EMPLOYEES:
30

About iuvo Technologies

iuvo Technologies is a Boston-based IT consulting company and managed services partner providing elegant, white-glove IT services and solutions to help businesses scale, increase efficiency and solve other business problems. Our core belief is technology should elevate your business results. Managed Services, IT Consulting, IT Strategy, Virtual CIO, DevOPS, Business Continuity, Cybersecurity and more are part of our offerings to make our clients successful.

Issue

The client was experiencing issues with their conferencing solution, Skype for Business. They were not receiving the notifications when new members joined conference calls. This caused issues with efficiency and effectiveness of meetings. Also, not knowing who had joined calls and when became problematic when the need to share sensitive information on client calls arose. Overall the technology was no longer meeting their needs and putting their business relationships in jeopardy.

After working with Microsoft, it became obvious this was in fact a bug within Skype for Business, but with the potential for that technology to sunset on the horizon, Microsoft would not fix the issue. A new solution needed to be found.

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INTEGRATION
WITH OTHER
SYSTEMS

RELIABLE
COMMUNICA-
TION

NEXT
GENERATION
PLATFORM

TIME SAVINGS,
INCREASED
PRODUCTIVITY

Solution Overview

iuvo Technologies spent time troubleshooting the initial complaint which included our own investigation as well as working with all levels of support from Microsoft as they had not received word of this bug before. When it was clear Microsoft was not resolving the issue, we made the decision to begin transitioning the client to Microsoft Teams. We worked to build out a training and transition plan that fit the client's needs and schedule, including a test group to identify issues and refine processes. The new solution was on-boarded with no gaps in service.

Impact

The client digitally transformed their business with a newly reliable, modern, next generation communication and collaboration platform. As our client provides a service to C-level executives, this was a big deal and win for them. Using Microsoft Teams ensured better integration with their other Microsoft tools which allowed for even more time saved. The transition was seamless and resulted in the client operating with a more user-friendly communication and collaboration tool that the client now trusted. The overall time savings and gains in efficiencies and productivity through streamlined communications and collaboration tools and process changed the way the client worked and communicated with their clients for the better.