



Reference Case



“We (IT) were in a challenging situation during the SfB migration. With the help of Duppal, we managed to make the project a success. End users have adopted the solution because of the solid approach. The number of incidents and questions after implementation is minimal.”

Marco van Putten
Director IT MS Mode

Customer MS Mode is a Fashion retailer, specialized in clothes for curvy women. MS mode has an omnichannel approach and has stores throughout Europe.

The year 2016 for MS Mode was very challenging with a bankruptcy and a restart in a only a few months. It resulted in a healthy organization with a clear strategy; becoming number one in serving the self-conscious women of today.

Challenge The restructuring of the company also has its effect on the IT organization. The new long-term approach of MS Mode expects a solid IT infrastructure. A proper communication solution is also part of that. The old situation of MS Mode was based on an end-of- life PBX (telephone system), which couldn't be supported anymore. With the move to Office 365 for the complete company, it was the right time to switch to Skype for Business including telephony as well.

There were 3 clear challenges:

1. The old situation did not have a clear design and the knowledge of the old PBX was not in the company anymore – making it difficult to make it a predictable project
2. MS Mode has decided to outsource more and more IT, including Skype for Business (SfB). With any step, it was important to fully align with the outsourcing company
3. Last but not least: the end users. Most of the MS mode employees were unknown with new techniques like Skype for Business. There was a big need for education and explanation.

“Duppal was able to control the project. At a certain point in time even with some strong advices on the launching time. It resulted in a smooth transition for IT and users.”

Niels Appel
IT Service Manager



Result Within 3 months MS Mode Europe was moved from a traditional PBX situation to a full Skype for Business environment including telephony and Anywhere365 Universal Contact Centers (UCCs). Anywhere365 Contact Center and Enterprise Dialogue Management platform is a native integration into Lync/ Skype for Business. The UCCs have advanced, fast-to-use contact center functionalities.

Project The project from Duppal included:

- Project management & preparation of the technical solution (in corporation with the suppliers)
- Comparison & decision on peripherals (like headsets)
- Testing
- Internal communication towards MS Mode employees – together with IT communications
- Training end users
- Official Launch party (breakfast)
- Floorwalking
- Execution of the functional design of A365
- Aftercare

About Duppal

Duppal has a 100% focus on adoption of (cloud) collaboration tools. Duppal delivers two types of services. First: Cloud Collaboration Tools as a managed service, like Videxio Cloud Video & Cisco Spark. Second: Unified Communications Consultancy Services. The Consultancy Services include project management for Microsoft Skype for Business implementations, functional designs for Anywhere 365, advice for Meeting Room set-up and full Usage & Adoption programs for any collaboration tool. Ensuring the best user experience is leading in everything we do. For more information, visit www.duppal.com



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