



Reference Case



Customer Irdeto protects digital platforms and applications for media & entertainment, connected transport, and IoT connected industries. With 50 years of experience in security, Irdeto's software security technology and cyber services protect over 5 billion devices and applications for some of the world's best-known brands.

Challenge The existing collaboration environment did not deliver quality and ease of use. Define the end user needs, select a new provider and make sure the new collaboration tool is adopted by the Irdeto employees.

Results Take out Microsoft Skype for Business and introduce Zoom completely for all employees of Irdeto. With an average of 8500 meetings per month and a satisfaction close to 99% it is without a doubt a successful switch!

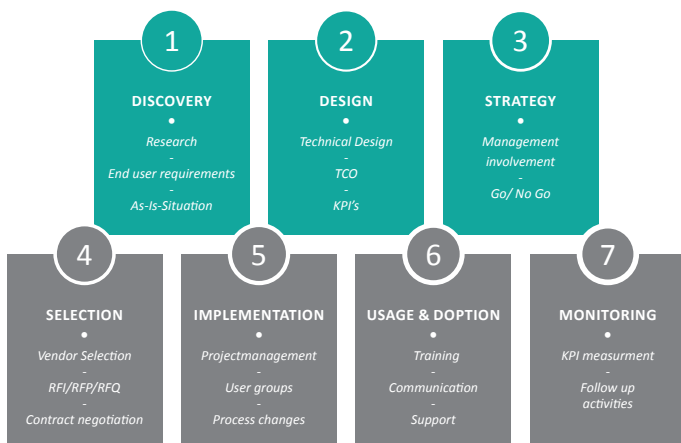
“After years of frustration, where there was no company able to help us end to end with our Skype for Business quality issues, we finally found the solution with Duppal implementing Zoom”

Peter Oggel
CTO



“The decision to go for Duppal and Zoom was made based on a solid research of the end-user needs. We are now seeing high adoption within the company. Instead of complaints I now receive gratitude from users.”

Todd Lockett
Sr IT Manager



About Duppal

Duppal has a 100% focus on adoption of (cloud) collaboration tools. Duppal delivers two types of services. First: Cloud Collaboration Tools: Videxio, Cisco Webex Teams and ZOOM. Second: Collaboration Consultancy Services. The Consultancy Services include strategy research, project management and Usage & Adoption programs. Ensuring the best user experience is leading in everything we do. For more information, visit www.duppal.com

Early in 2018, Irdeto was not sure what the Unified Communications (UC) strategy should be the coming years. A lot of time was spent on trying to fix the quality issues of Skype for Business, it was difficult to set up a meeting and employees were unhappy with the collaboration tools that were in place.

Duppal started the 7 steps approach with Irdeto. First Duppal assessed the functional needs with the end users by conducting interviews and a survey. Also, the current collaboration set-up was evaluated. Based on these outcomes a new functional design was developed and approved by the stakeholders. In this functional design it was very clear that any new solution should be easy to use and should 'always work'. In other words, flawless, making sure the frustration of the end users would change into happiness.

An RFP was issued, requesting a solution that 'just works' and could be a replacement of Skype for Business. The solution needed to have an answer for meeting room set ups, as well. Based on the RFP outcome, a PoC was started with two solutions. One of them was Zoom via Duppal. After a month of testing, Irdeto made the decision to go with Zoom via Duppal. Why? Well, users got addicted to Zoom really soon and couldn't wait any longer to start using it. They rated the solution with a 9 (out of 10). Duppal was selected as a Zoom partner for their knowledge and focus on adoption. Duppal trained end-users, helpdesk and super-users in order to drive adoption.

The happy end to this story? Irdeto desktop users completely switched from Skype for Business to Zoom. The users are satisfied, the usage is going through the roof and Zoom Rooms are being deployed on a global scale.

