



JOHNSON & JOHNSON CASE STUDY

CUSTOMER BACKGROUND

From its beginnings in New Jersey in 1886, Johnson & Johnson has grown to an organisation of over 128,000 employees. Consistently profitable, its products touch the lives of at least a billion people worldwide, every day.

So when Verizon were looking for a key partner to manage Johnson & Johnson's Unified Communications (UC) estate on their behalf across EMEA, they were looking for the highest possible levels of technical expertise and consultative service, and a company that could manage a multi-vendor estate.

IN JUST FOUR SHORT WEEKS, CONNECT TOOK OVER THE ENTIRE MANAGEMENT OF JOHNSON & JOHNSON'S COMMUNICATIONS ESTATE IN EMEA

THE CHALLENGE

The Verizon team managing Johnson & Johnson's communications network, were looking to remove some of the complexities that come with operating over seven different EMEA sites. The multi-vendor estate was not only complex, it required close monitoring and reporting & analysis tools.

In addition, the maintenance arrangement in place did not offer proactive fault-flagging or alarming. This meant that corrective action could often only be taken reactively once SLAs had already been breached and not before.

THE SOLUTION

In just four short weeks, Connect took over the entire management of Johnson & Johnson's communications estate on Verizon's behalf. A 'Per Port' Managed Service contract was put in place that guaranteed a four-hour SLA response time, and included implementation and upgrade projects for additional Johnson & Johnson sites.

Johnson & Johnson's UC estate was also integrated with the Connect Service Centre in London, for real-time alarming, remote diagnostics of faults, automatic logging and a jeopardy management process unique in the industry.

THE CUSTOMERS VIEW

"Verizon Enterprise Solutions found a strong partner in Connect, who came to our relationship with a track record of delivering the highest levels of service across multiple countries and multiple vendor types. Together with their technical expertise, remote monitoring and management capability and global partner delivery network, Connect's service level achievement is very competitive."

Derek Banks, Director TPV Solutions, Verizon Enterprise Solution

CHALLENGES

- Needed to remove complexities across the communications network
- Corrective actions by the previous incumbent were taken after SLA's had been breached due to no alarms or proactive monitoring

RESULTS

Connect has enabled Johnson & Johnson's UC estate to benefit from:

- 99.8% SLA performance
- 54 Systems & 56,000 ports maintained
- Easier management and reporting, promoting more effective performance planning
- 7 different Vendor technologies supported
- Rigorous SLAs that support the demands of operations-critical communications
- Proactive, 24/7 remote monitoring and management of the estate

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