



**ii prognosis**  
for Unified Communications



## ROSEN CASE STUDY

# Proactive IT Team Drive User Experience

**ROSEN**  
empowered by technology

Prognosis improves Skype for Business user experience

<b>INDUSTRY:</b>	Technology
<b>PROBLEM:</b>	Poor visibility across their UC and limited troubleshooting capability.
<b>CHALLENGE:</b>	Reacting to user reported issues with limited tools for resolution.
<b>SOLUTION:</b>	Prognosis for UC - Skype for Business
<b>BENEFITS:</b>	Greater Skype for Business user experience and an IT team empowered through proactive monitoring and troubleshooting.

## Background

ROSEN is a worldwide provider of cutting-edge technology solutions in all areas of the integrity process chain suiting a wide range of industries: Oil & Gas, Energy, Process, Mining, Manufacturing, Telecommunications and Transportation. ROSEN covers a wide range of assets, including pipeline, tanks and vessels as well as wind turbines, trains, telecommunication towers and many more. ROSEN operates in more than 120 countries and has over 2,700 employees.

## Challenges

ROSEN were using Lync and before upgrading to Skype for Business, they were relying on Microsoft's internal reporting services to analyze unified communications quality. ROSEN also used Cisco alongside Skype for Business. The day-to-day running of Cisco and Lync was challenging. When call issues occurred they were only aware after the issue was reported and their only option for finding solutions was to look through Lync's SQL reports.

They had no way to report on whether meetings were running properly. Without monitoring information, they had to rely on information they received from retrying the systems to find resolutions.

**“We had no visibility of a problem until users reported it. Then we had very few options for trying to find a solution.”**

## Solution

ROSEN implemented Prognosis for UC before they upgraded to Skype for Business. Prognosis for UC is used for monitoring and troubleshooting ROSEN's Skype for Business instance.

## Benefits

### 1. User Experience

One of the most valuable improvements to the organization was the boosted user experience on regular calls and conference calls.

### 2. Flexible Dashboards

The flexibility of creating customized dashboards enabled the team to have a solution fit for their specific needs and readily available at their fingertips.

### 3. Proactive IT Team

The IT team can take proactive actions based on the information

they garner from Prognosis.

Through transparent monitoring they are better equipped to give helpful recommendations and tips to users, this has changed and improved behavior and adoption patterns.

### 4. Microsoft Partnership

Since IR are a strong Microsoft Partner the Prognosis' product development works hand-in-hand with Skype for Business capabilities.

### 5. User-friendly Interface

Prognosis for UC has a user-friendly interface which allows users to get to the root of a problem fast through easy navigation.

"From the recommendations won through monitoring we gave users best practice tips, changing user behavior positively."

Robert Schaffrinna  
IT Service & Product Manager  
ROSEN

For more information visit [ir.com](http://ir.com)



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