

CASE
STUDY

Best user experience of Skype for Business at Gemalto

AT A GLANCE

BUSINESS SECTOR

- Digital Security

THE COMPANY

- Present in 85 countries
- >14,000 employees
- 2015 revenue of €3.12 billion

CHALLENGES

- Secure the deployment and facilitate the management of Skype for Business
- Maximize Skype for Business's adoption by Gemalto's employees
- Reduce telecommunications and IT costs

WHY CHOOSE INFOVISTA

- Application Performance management by objectives
- An e-Equal managed service with unparalleled features

PROVEN BENEFITS

- Guaranteed Skype for Business as well as critical applications' performance with management by objectives

THE COMPANY

Gemalto is a world leader in digital security with business revenues of €3.12 billion. The company operates in 85 different countries and employs more 14,000 professionals.

Gemalto answers enterprises growing needs for personal mobile services, secure online payments, authentication for access to cloud services, identity verification and protecting privacy, efficient eHealth and eGovernment services, urban transportation ticketing, and secure machine-to-machine (M2M) applications.

Gemalto configures and personalizes embedded software and secure product solutions. The company continues to thrive alongside the growing number of clients that use its solutions for interacting with a wireless digital world.

CHALLENGES

Gemalto uses two of its data centers located near Paris, to control the company's e information system, which manages the applications that its 14,000 employees, spanning over >90 sites across the globe, use every day.

Applications running over the network include those that relate directly to the company's business activities like ERP, financial consolidation, Product Life Management (PLM) application software and services, and critical applications like Skype for Business used to maximize company productivity and reduce phone charges.

"Gemalto is growing fast and in order to reduce telecoms charges we had to be able to offer our clients a unified communications solution with excellent performance. We decided on the combination of Skype for Business and InfoVista (formerly Ipanema) operated by e-Equal" shares **Jérôme Brun, IT Worldwide Infrastructure Manager.**

Choosing Skype for Business was a natural progression from Microsoft Office Communicator which we had used for several years.

- **Secure the deployment and facilitate the management of Skype for Business**

Unified communication flows take varied forms with dynamic traffic models. This is why it is important to understand and respect the characteristics specific to each application running over the network and deliver performance levels required by users while ensuring that the unified communication flows do not negatively impact other applications.

- Best possible user experience delivered with a dynamic hybrid network (MPLS + Internet)
- Perfect visibility on usage and performance of critical applications with high level reports and dashboards
- Reduced telecom charges by using Skype for Business throughout the company at the same time as controlling IT costs associated with increasing bandwidth



e-Qual suggests suitable solutions that optimize business infrastructures and reduce operational costs. e-Qual identifies business needs thanks to top quality technical expertise combined with day - to - day experience on the ground. e-Qual sits as an intermediary between telecoms operators and systems manufacturers and publishers - a privileged position allowing e-Qual to offer targeted services.

ABOUT APPLICATION AWARE SD-WAN

InfoVista's Application Aware SD-WAN solution, provides IT-intensive enterprises with the full set of capabilities they need to guarantee ERP, CRM and any business-critical application performance to every user, regardless of the complexity of their IT (number of applications, sites, telecom providers, users, etc.). With InfoVista, CIOs regain control of their applications and can dynamically adapt to new usages. They can easily manage their strategic IT transformations, including Unified Communications, SaaS, and Cloud computing and embrace social media and BYOD. Additionally, they take full advantage of their hybrid networks and can easily support companies' business growth objectives and related traffic explosion while reducing their IT costs. Worldwide leaders in all verticals are using InfoVista. Application Aware SD-WAN solutions is delivered to the enterprises through an international network of certified channel partners, and as a service through Managed Service Providers and telecom operators.

• Maximize Skype for Business's adoption by Gemalto's employees

To make sure all Gemalto's employees adopt Skype for Business, it is important to deliver an excellent Quality of Experience. Nevertheless, guaranteeing the performance of Skype for Business, is more difficult than ever due to; the diversity of applications running over the network, the number of company sites, and the complexity of the network combining MPLS and Internet accesses.

• Reduce telecommunications and IT costs

Because outsourcing audio conferencing facilities are expensive and the fact that the company operates in countries with high telephone charges (South America and Asia in particular) Gemalto had to find a way to reduce its telecom bill.

PROVEN BENEFITS

Gemalto chose the solution offered by InfoVista (formerly Ipanema) and operated by e-Qual to guarantee the rollout of Skype for Business across all the company's sites and guarantee service delivery to clients. With InfoVista, Gemalto now benefits from:

• Guaranteed Skype for Business as well as critical applications' performance with management by objectives;

UC real-time flows (like voice) as well as other business applications are protected against less critical applications.

With dynamic bandwidth allocation according to the business objectives, Skype for Business is the most widely used application (according to an internal survey carried out in 2012). Skype for Business manages 3 million minutes per month of collaboration (IM, audio, document sharing/screen sharing) and 21,000 audio and videoconferences per month with the highest level of quality.

• Best possible user experience delivered with a dynamic hybrid WAN (MPLS + Internet);

With InfoVista's Application Aware SD-WAN, the best path is dynamically selected over a hybrid network according to the application requirements, business criticality and the network traffic. With this, Gemalto's hybrid network unifies MPLS and Internet bandwidth, turning the internet into a reliable and predictable network using more resources at an affordable cost.

"Thanks to InfoVista (formerly Ipanema), Skype for Business's and other business applications performances are guaranteed anytime, anywhere."
Philippe Faure, Chief Information Officer, Gemalto.

• Perfect visibility on usage and performance of critical applications with high level reports and dashboards;

The IT department has complete visibility on applications usage, behavior and performance in real-time. Any problems can be identified and resolved before they impact end users. Skype for Business is now standard in the company and end user satisfaction is assured.

• Reduced telecom charges by using Skype for Business throughout the company at the same time as controlling IT costs associated with increasing bandwidth.

"Thanks to InfoVista (formerly Ipanema) we have been able to quickly rollout Skype for Business while protecting other business applications performance. By guaranteeing excellent end-users experience, we strongly maximized Skype for Business adoption and reduced our telecommunications costs." Jérôme Brun, IT Worldwide Infrastructure Manager.