The sweet sound of success

Why Vivonet, a cloud-based technology solutions provider on the rise, called ThinkTel for some help with Skype.
Vivonet—is a fast-growing, Vancouver-based company offering Enterprise-level, cloud-based technology solutions for the hospitality industry. Vivonet helps organizations engage customers, empower employees, and elevate their business with innovative cloud solutions. Known for working with hospitality brands like Texas Chicken & Burgers, Booster Juice, and PitaPit, Vivonet has tripled its size since 2011. Along the way, they earned several awards, including BCTIA’s Emerging Company of the Year; BC Business 13th most innovative company in BC; 3rd Fastest Growing Technology Company in BC by TechVibes; and one of the Top 100 Great Places to Work from Best Workplaces in Canada.

So, what’s one secret behind the remarkable growth and success of Vivonet? They have a strategy that drives investment in new technology. To help them identify the most valuable innovation for business growth, Vivonet works with a world-class technical team of internal and external talent, including Tier 1 telecom provider and Microsoft Gold partner ThinkTel. ThinkTel provides Internet-based voice, video, and data services to businesses in cities across Canada. This study describes how ThinkTel helped Vivonet complete a digital transformation by enabling them to realize the full potential of the Microsoft Office 365 productivity suite.

The challenge
Vivonet outgrew their IT infrastructure. As the company grew quickly, business demands outpaced their legacy infrastructure solution. On-premises servers running Exchange 2010, Office 2007 and an outdated PBX system could not keep up with the growing demands of the Vivonet call centre. Vivonet faced over $100,000 in capital costs to replace servers, in addition to unfulfilled licensing agreements and escalating IT management demands. Vivonet set out to digitally transform their business.

Out of order
The migration began with a successful move to Office 365—for the most part. Employees quickly embraced the modern productivity apps, except in the case of Skype for Business. Skype simply didn’t operate properly. Audio problems plagued what was meant to be their critical conferencing and collaboration tool. The call centres needed Skype to work effectively so that they were equipped to handle growing sales and support demands, but somehow the most critical app in the mix was failing.

“We wanted a Unified Communications platform that would bring our remote staff and office staff together and allow them to collaborate effectively. We wanted to do all the things that leading companies do—all at a reasonable budget.”

Shafique Adatia, IT Team Lead

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ThinkTel steps up
The Vivonet technical team conducted an exhaustive search for a new cloud solution provider, analyzing the features and ROI of five competing platforms across a whopping 285 touch points. When the dust settled, a careful cost comparison indicated that the ThinkTel platform promised to deliver the best ROI.

Ensuring compliance
With employees located in Canada and the US, Vivonet must comply with 911 regulations and manage liability issues in both countries. Fortunately, ThinkTel has the experience and knowledge to work on both sides of the border. The team leveraged Azure ExpressRoute and delivered last-mile access using AgileIX, facilitating a dedicated private connection between the Vivonet network and the Microsoft Cloud.

Seeing is believing
To help ease the transition away from legacy systems, the ThinkTel team set up a live demo environment and production pilot at no cost—all to demonstrate the reliability and power of a modern Unified Communication solution. After experiencing the power and reliability of the Think365 Connector in a sandbox for 30 days, Vivonet gave the greenlight for migration to the cloud.

“With ThinkTel, we optimized the quality and added redundancy to our Skype for Business platform. We can now monitor everything, including our usage, and assert full control over our system, without having to take on the costs and headaches of managing hardware or worrying about security & compliance.”

Shafique Adatia,
IT Team Lead

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**Benefits**

**Quality**  The ThinkTel solution architecture segregates voice traffic from other Internet usage to preserve the best possible call quality

**Security**  Vivonet has significantly improved their security posture, thanks to the introduction of multifactor authentication

**Integration**  Vivonet employees everywhere now use the full Office 365 suite, which drives more collaboration and better internal communication

**Cost savings**  Vivonet avoided upfront costs and wasting unused licenses by deploying to a predictable, scalable, pay-as-you-go model delivering 30-40% in savings

**ROI**  Vivonet has sidestepped the costs and headaches of buying, configuring, and managing their own IT infrastructure and the waste of unfulfilled licenses

**Focus**  Vivonet has avoided major capital investments, clumsy service agreements, and IT headaches so that they can now focus on driving their business solutions

**Speed-to-market**  In a matter of weeks, with low-to-no business disruption, ThinkTel introduced a mission critical solution

**Reliability**  Vivonet’s Office 365 solution benefits from the 99.9% uptime guarantee of the Microsoft Canadian Cloud

**Agility**  The company can anticipate future needs and readily scale up and down consumption, based on the success of sales and marketing campaigns

**Scalable**  Vivonet can easily add new cloud services through-adds to increase uptime, call quality and uptime performance

**Collaboration**  Employees can now work from anywhere, anytime and benefit from features like co-browsing, conferencing and easy file sharing

**Learning**

For any organization struggling with their current IT infrastructure and legacy suite of applications, the Vivonet story offers some useful learning:

1. **Never settle** – Vivonet refused to accept a poor user experience and tapped experts for help. The result is a solution that works across 285 touch points.

2. **Move to the cloud and save** – By working with ThinkTel, Vivonet has brought costs down by 30-40% and avoided over $100,000 in infrastructure expenses.

3. **Compliance confidence** – Businesses can harness the power of the cloud while ensuring regulatory compliance across multiple jurisdictions.

**The team**

ThinkTel planning and deployment included subject matter experts from various teams—from pre-sales to post:

- **Michael LaMontagne**, Microsoft MVP
- **Mike McDonaugh**, Project Management
- **Irene Rossaert**, Account Management
- **Paul Vaillant**, Unified Communications Architect
- **Mario Stocco**, Sales Engineering

**Links**

- Vivonet
- ThinkTel
- About SIP Trunking

**The Cloud Is Calling... Answer it today!**