

Payvision slashes telco costs and boosts efficiency

Payvision

industry:

Financial Services

country:

The Netherlands

business challenge:

The need to reduce telephony costs and improve employees' productivity

solution:

A stable unified communications infrastructure that provides employees with a range of real-time communications tools from a single, secure, unified platform

services:

- Integration of Microsoft® Office Communications Server (OCS) 2007 and Office Communicator with Microsoft Exchange Server 2007 e-mail messaging and collaboration software, Microsoft Exchange Unified Messaging and a Nortel IP Private Branch Exchange (PBX).
- Procurement and deployment of Microsoft presence enabled phones
- Deployment of Web Conferencing solution

results:

- Providing a standard communications platform to ensure maximum security for efficient collaboration
- Real-time communication and collaboration increasing productivity for employees across different time zones
- Reducing international telecommunications bill by 40%

Executive Summary

It became vital for international payment solutions provider, Payvision, to **empower their employees with a variety of ways to communicate** to ensure that their business runs efficiently. The company conducts tens of thousands of transactions across different time zones from their offices in The Netherlands, New York, UK, Singapore and Madrid.

To provide employees with different ways of communication, Payvision decided to implement Dimension Data's unified communications solution. Following the implementation of the solution, Payvision cut their international telecommunications bill by 40% and also boosted the productivity of their 40 plus employees, by providing them with a range of real-time communications tools from a single, secure, unified platform.

Client Overview

Headquartered in Amsterdam, Payvision specialises in multi-currency processing for all types of card-not-present electronic transactions. The company efficiently and securely processes transactions in over 150 currencies for all major credit card companies, including Visa, MasterCard, American Express, Discover, Diners Club, Carte Bleue and JCB.

Business Challenge

Payvision's offices worldwide were facing communication challenges across different international time zones. The company depended mostly on mobile phones and e-mail as means of communication. This sometimes meant that employees were leaving up to three missed calls on mobile phones and contacting five different people to deal with urgent queries. As a result, the company's telecommunications bill continued to escalate.

Martijn van Halen, CTO of Payvision adds,

"Our employees are technology savvy and started bringing the communications tools they use at home, such as instant messenger, into the workplace. Although these tools increased employees' productivity, it introduced serious security risks. We realised that by providing our employees with the tools they need to effectively communicate, and by standardising our communication system, we could provide better security, more control and better availability."

Payvision approached Dimension Data to implement its unified communications solution.

"We already had a good working relationship with Dimension Data's networking engineering team. Dimension Data was also listed on the Microsoft Benelux website as the vendor's primary partner for unified communications. We therefore felt comfortable that they were qualified to provide us with the solution," comments Van Halen.

“To reap the benefits of unified communications, an organisation needs to **be flexible and open to new technologies**. The cooperation we received from Payvision and their **drive and focus** to ensure that the integration worked, contributed to the success of the project.”

Anesh Ramauthar, Microsoft Team Leader for Dimension Data in Europe

Solution Provided

Dimension Data's unified communications solution consisted of integrating Microsoft® Office Communications Server (OCS) 2007 and Office Communicator with Microsoft Exchange Server 2007 e-mail messaging and collaboration software, Microsoft Exchange Unified Messaging and a Nortel IP Private Branch Exchange (PBX). Microsoft presence enabled phones (Tanjay devices) were also implemented.

“The combination of these products results in a solution that can help companies become more efficient in many ways. Although we are a smaller company and were able to quickly adopt newer technology, I would recommend a unified communications solution for any organisation,” explains Van Halen.

“As with any implementation project we experienced some nasty issues, but Dimension Data was highly qualified to successfully complete the job of implementing our unified communications solution.”

Martijn van Halen, CTO of Payvision

How We Delivered

The integration of the technologies was conducted utilising a phased approach. Microsoft Exchange was integrated with the Office Communicator, followed by the implementation of the Nortel PBX. Once all the technologies were implemented, Dimension Data's experts, together with Payvision's IT team, set up the final integration and configuration, which led to the completed solution.

Paul Voets, Project Manager at Dimension Data in The Netherlands

“The success of any unified communications project can be largely attributed to the expertise of the systems integrator heading the project.

Dimension Data has the ability to provide experts from across our lines of business, which, in this instance, included specialists from our Microsoft Solutions and Network Integration teams to integrate the solution.”

Anesh Ramauthar, Microsoft Team Leader for Dimension Data in Europe, adds,

“To reap the benefits of unified communications, an organisation needs to be flexible and open to new technologies. The cooperation we received from Payvision and their drive and focus to ensure that the integration worked, contributed to the success of the project.”

Dimension Data also provided end-user training to ensure quick adoption of the technologies. The systems integrator provided a one-day training programme to assist employees to familiarise themselves with the Nortel handset. In addition, an internal training document was released by Payvision to ensure that employees were familiar with the features of Office Communicator.

Van Halen says that a number of employees started experimenting with the new tools without relying on any form of training. “The technologies are fun to play and to work with, and are therefore easy to adopt. For example, we had a lot of fun playing around with the speech recognition tools of the Microsoft Exchange voice mail features.”

Value Derived

As a result of Dimension Data's unified communications solution, Payvision was able to reduce their international telephony bill by an estimated 40%.

“Rather than using mobile phones, employees can make calls from their client devices or portable computers by using the VoIP capabilities in OCS 2007. These capabilities are especially relevant when employees work from home or when they are on the road,” explains Van Halen.

Payvision's employees are also experiencing improved collaboration, which has increased the company's efficiency. Employees can work flexibly and communicate more effectively while travelling to and from remote sites.

Van Halen explains, “There is a huge time difference between our offices in The Netherlands and New York. With the presence feature, employees are empowered to see who is available online, out of the office or busy, as indicated by the presence icon next to a person's name in Office Communicator 2007. They can then determine the best method of communication, whether it be e-mail, instant messaging or voice functionality, to contact a co-worker. In addition, they also provide better service and faster response to customers by using these tools.”

Future plans include upgrading to Microsoft OCS 2007 R2 to implement its improved conferencing and direct SIP (Session Initiation Protocol) capabilities.

“At the moment, we use audio conferencing and OCS R2 will enable us to extend our web conferencing features to include video. Also by utilising the SIP feature in the new version, we will have the ability to connect directly for conferencing by setting up a direct VoIP connection between an Internet telephony service provider and Office Communicator 2007 without requiring on-premise gateways,” concludes Van Halen.