




DAMOVO

SUPPORTING ARTHUR D. LITTLE TO SET UP THEIR FIRST OFFICE IN POLAND

Providing Microsoft Teams voice integration, enabling employees to collaborate with colleagues and clients across five continents



CHANGE DRIVER

Arthur D. Little is the world's first management consultancy. Its' mission is to bring businesses and organizations from the era of productivity to the new era of creativity. Arthur D. Little's deep industry knowledge, linked to its strong expertise in strategy, innovation, and transformation, helps to solve their clients' most complex business issues while delivering sustainable results to their businesses.

The consultancy's global presence spans 30 countries across four continents.

The company is truly international - both in terms of its geographical reach, and in the way it operates, leveraging expertise and perspectives from colleagues across the globe for customer projects.

Deniz Çapkan, Head of I.T. Central Europe at Arthur D. Little, explains: *"It is not uncommon for Arthur D. Little to serve our clients with multinational project teams, where project members work on their projects from different locations, e.g. having customers in Germany and colleagues from the Emirates, Germany, Italy and France all working together on the same project. Therefore an effective way of communication and collaboration is key for us."*

The platform the company uses globally to facilitate this collaboration is Microsoft Teams.

Arthur D Little's presence in Europe is growing. When it opened a new office in Warsaw, Poland, it needed a local partner to roll out Microsoft Teams with integrated voice capability to its Polish team. Damovo came highly recommended by Microsoft for the job.



DAMOVO APPROACH

Arthur D. Little's Warsaw office is currently growing – so deploying the technologies required was relatively straightforward. The voice capability however was more complicated. Microsoft does not currently offer local call plans in Poland. To overcome this, Damovo installed and configured AudioCodes' Session Border Controller to enable Microsoft Teams to connect to a local PSTN provider via direct routing – giving employees national and international calling capabilities.

Paulina Waszkiewicz – Soćko, Managing Director Damovo Poland comments:

"We understand the Polish market and we have boots on the ground here. This means we can help newcomers, especially international ones, to set up and to navigate things like licensing, and the selection of a suitable local Telecoms operator."

Due to travel restrictions as a result of COVID 19, Arthur D Little's I.T. team, based in Frankfurt, could not travel to site in Warsaw. Damovo therefore liaised with them remotely to install cabling, and configured software together via screenshare.

Damovo also fitted out two video conferencing rooms with Poly Studio video bars, Poly Trio audioconferencing equipment, and Samsung TV displays – which enables staff to have collaborative meetings with customers and colleagues across the world.

Çapkan says: *"It is a remote office for me, so it was very helpful that Damovo was on the ground and could visit the office and do the on-site work as well. Damovo really did everything from end to end; including the installation and configuration, connecting to our infrastructure, to our firewall – and installing it all into our network. During the whole project, Damovo was very professional, very reliable. Whenever I had a question I was able to reach someone on both the project and the technical side very quickly. That was very impressive. Due to the tight schedule and defined deadlines, the Damovo team was ready and available even outside regular working hours, late at night."*

CUSTOMER VALUE

Arthur D. Little's new Warsaw team is now fully connected to colleagues and company resources worldwide. The managed service support contract ensures that Damovo will provide on-site assistance where necessary to guarantee critical communications are not disrupted in the event of an issue.

"Damovo is a great team," says Çapkan, *"Nothing is too much trouble. They are professional, flexible, knowledgeable and highly skilled technically – and they're nice people."*

This was a small project for Damovo – and well within their capabilities. But they approached it with the same professionalism as if it were a much larger project. I'm very happy with how the project was delivered."

SCOPE OF PROJECT

- **Rolled out voice-enabled Microsoft Teams solution for new Polish office**
- **Installed and configured audio and videoconferencing hardware and software in two conference rooms**
- **Deployed Session Border Controller to enable external calling**
- **Set up all relevant licences**
- **Providing on-going support via a managed service support contract**