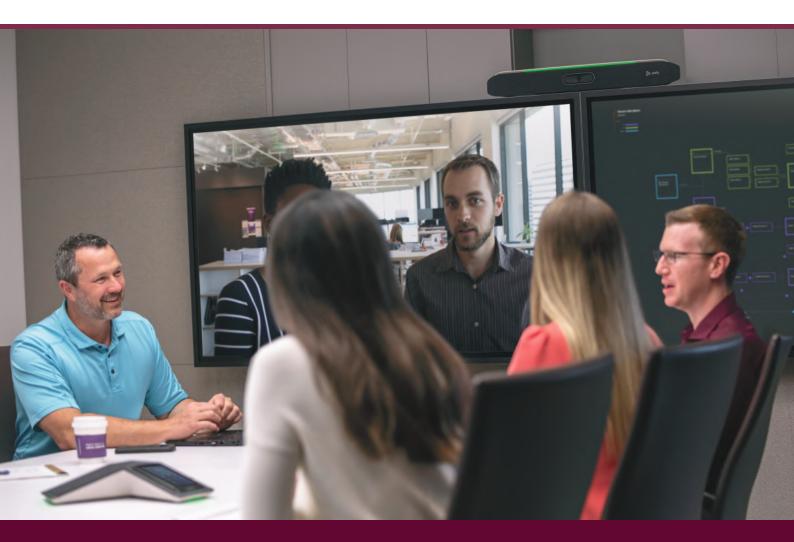# **LOTOS** READY FOR EMPLOYEES TO RETURN TO THE OFFICE WITH A NEW VIDEOCONFERENCING SYSTEM

In business, it is said that every crisis can be used as an opportunity for growth. The COVID-19 pandemic has been a period of paralysis for many companies. However many have used this chance to implement solutions that will help them grow further. The LOTOS Group took full advantage of this time to upgrade their videoconferencing infrastructure, in preparation for its employees to return to their offices. They selected a solution from Poly, implemented by Poly's longstanding, trusted partner, Damovo.

SECURITY

Systems security is extremely important to LOTOS. The solutions used must meet the highest global standards in this respect – especially in times of increasing threats from cybercriminals. Ernest Walasek, Account Manager at Poly comments:

"All Poly devices are secured with a video proxy element and the videoconferencing service itself is an on-premise solution, located in client's infrastructure. This makes unwanted influences from outside difficult, if not impossible. The same security solutions are used by NATO, the Polish central and local government administration and legal protection authorities. This proves that, in terms of safety, they provide the highest security level."

Adam Urbaniak, Head of the Telecommunications and Peripheral Infrastructure Management Team at LOTOS Group adds:

"Even when we implement a connection through Poly and then attach other third party solutions to the conference, it is not at the expense of reducing the security of one of those infrastructures. Rather, synergies take place that make the security of the connection even greater."

OPENNESS TO THE EXTERNAL ENVIRONMENT

IT systems security is often associated with heavy restrictions on dealing with external users. As a commercial and strategic company, LOTOS Group has to ensure that its communication systems are secure and open to communication with others.

Adam Urbaniak comments: *"We must remain open to worldwide contacts, including third party and legacy solutions, such as those based on the H.323 protocol. The ability to connect with users of different video and teleconferencing systems will ensure the necessary flow of information, without the user having to know what system is on the other side"*

In response to LOTOS Group's requirements, a Poly solution was introduced that not only handles internal communications that are fully integrated with the current communications systems, including MS Teams, Skype for Business and PSTN – but also external communications.

SIMPLICITY AND FLEXIBILITY

The main objective of modernising the videoconferencing infrastructure at LOTOS Group was to streamline and simplify internal communication processes. They needed the technological solution to be user-friendly, simple and stable so that everyone was happy using it. The Poly solution delivers a secure, uncomplicated user friendly experience. This is especially important when with a hybrid workforce model, – with some employees in the office and others working remotely.

"A successful outcome is when the employee can enter the conference room and operate the videoconferencing system with a single click via a simple, intuitive interface. We have delivered this user experience for LOTOS Group through the implementation of the Poly solution" explains Paulina Waszkiewicz-Soćko, Managing Director of Damovo Polska.

USE OF EXISTING RESOURCES

The simplest approach, when implementing new technological solutions, is often to get rid of the old technology and replace it completely with a new one. However, this can result in a waste of resources and inefficiencies.

LOTOS Group sought to make maximum use of pre-existing infrastructure and IT systems, in order to facilitate the adoption of the new model among users, and reduce costs. LOTOS already had an existing, well-functioning videoconferencing room infrastructure, so the aim was to upgrade the server infrastructure rather than radically replace the entire system. This objective was achieved by Poly and Damovo.

"Certain infrastructure had to be replaced, for example due to top-down licensing requirements. Damovo's role as an integrator was to optimise the existing infrastructure, and ensure the smooth integration with other client systems, in order to deliver new functionalities. The result was a modern, cost-effective solution." says Paulina Waszkiewicz-Soćko.

SMOOTH TRANSFORMATION

When migrating between videoconferencing platforms – in this case based on Skype for Business and Microsoft Teams solutions – the transition is crucial. In order for such a transition to take place smoothly and efficiently, care must be taken to ensure that both platforms and the videoconferencing systems that work with them are operating in parallel.

This project did not require a situation in which one system was shut down and everyone had to instantly switch over to the new one. One of the main objectives was to extend the videoconferencing functionality via integration with MS Teams and mail server, whilst also retaining the previous technology integrations.

"This was the most significant of the challenges at project level. We did however overcome it, thanks to the extensive experience and commitment of each party's engineers. As a result, the client gained full freedom of choice in how to join the videoconference meeting. Employees can get used to the new solution at their own pace, while at the same time use the technology they are already familiar with." comments Paweł Gładkowski from Damovo.

As a result of the modernisation of its videoconferencing infrastructure, LOTOS Group has gained:

- The highest security standards, as used by government agencies and the military

- The simplification and improvement of its communication systems, which are now more flexible and user-friendly

- Excellent preparation for the return of employees to the office, with the freedom to decide when to switch from one system to another

- New functionalities and devices, while retaining much of the existing infrastructure

- A Microsoft-certified system with extensive technical support capabilities

- Security, stability and cost-effectiveness – combining these three elements is a major challenge in an implementation of this scale, but here it has been carried out to perfection.