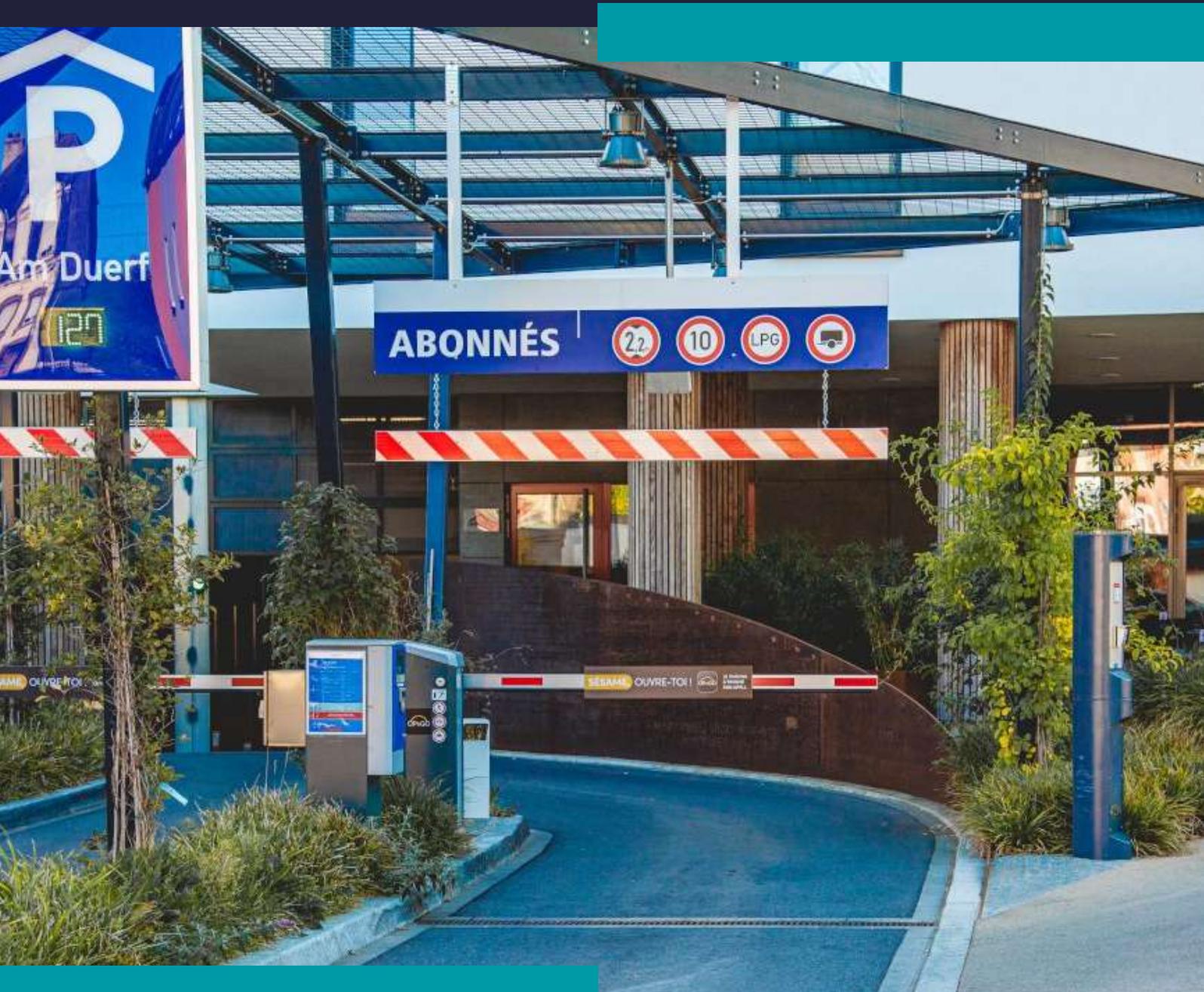


CASE STUDY

Deployment of the Microsoft Teams unified collaboration and communication platform



THEIR OBJECTIVES

Indigo Park Luxembourg was seeking a technology partner capable of replacing its fixed-line telephone installation with a voice over IP solution coupled with a unified collaboration platform.

THEIR CHALLENGES

- Indigo Park Luxembourg wanted to be able to make phone calls from a computer to the national and international public network as well as within the company. The company did not have the necessary in-house expertise.
- The Group Indigo headquarters had already transitioned to a hybrid Skype for Business solution integrating IT equipment, mobile telephony, and fixed-line telephony.
- Indigo's specifications required the new solution to be based on either Skype for Business or Microsoft Teams.
- Neither the historical fixed-line telephony partner nor other suppliers contacted by Indigo Park Luxembourg were able to propose an integrated solution on either of the platforms selected by Indigo.
- Various technical and organizational constraints.



THE SOLUTIONS

- The relationship maintained by Indigo with Tango for managing its mobile device fleet allowed the company to become aware of Telindus's capabilities to integrate the IT and telephony aspects of a solution based on the Microsoft Teams platform.
- Telindus designed an integrated collaboration platform that adequately addressed Indigo's needs.
- Methodological approach:
 - Mapping product features to Indigo's expectations using a test book, a roadmap validated by both parties that lists all features and expected outcomes.
 - Migration of Indigo Park Luxembourg's Teams solution to the cloud scheduled for the end of 2020.
- Implementation of project governance stemming from the telecom operator culture of Proximus Luxembourg, the parent company of Telindus and Tango.

THE RESULTS

- Successful testing phase: solution validation
- Implementation phase completed: the solution is fully deployed to employees
- Intensive exchanges with the Group's headquarters in France as well as with a specialized consultant in Canada allowed Telindus to demonstrate its high level of expertise in resolving certain elements of complexity that may not appear at first analysis.

THE BENEFITS FOR INDIGO PARK LUXEMBOURG

- Centralization of all collaboration features within a single tool.
- Increased mobility for Indigo employees.
- Secure file sharing with certain clients, including the City of Luxembourg.
- User training: change management and acquisition of best practices supported by Telindus, targeting specific users or user groups.

DISCOVER THEIR STORY



"After more than a year of research, we found in Telindus a partner capable of addressing a very specific issue. Indigo Park Luxembourg is the first entity of the Group to have implemented Teams as a calling interface, with France and Canada having deployed Skype. Indeed, Indigo Park Luxembourg serves as the Group's laboratory for many innovations before any global deployment. Following the successful implementation in Luxembourg, the Group's entities in France, Belgium, Spain, and Canada are seriously considering migrating to Microsoft Teams. The realization of this innovative collaborative project is the result of a fortunate encounter with Telindus."

JONATHAN DA SILVA - Human Resources and
Communications Director