

# From frustration to fusion: Unifying communications with Microsoft Teams for this global energy industry leader

## The challenge

The client, a global leader in the energy sector, faced the challenge of modernising their telephony and collaboration systems. Their existing on-premises Cisco telephony infrastructure was complex, outdated, and spread across multiple global locations. This resulted in inconsistent user experiences, increased maintenance costs, and operational inefficiencies. Managing multiple systems also created challenges in scaling their communication solutions, hindered collaboration between global teams, and complicated compliance with security and regulatory requirements.

To minimise the impact to their operations, the client required a phased approach to transition basic telephony users to Microsoft Teams Phone System, with more complex scenarios and integrations planned for subsequent phases.

## The solution

Natilik proposed a structured, three-phase solution to address the client's needs:



### 1. Discovery and pilot

Natilik's collaboration experts conducted a technology assessment covering telephony, security, and compliance, followed by a 40-user Microsoft Teams Pilot across four global locations to test system performance and user experience.



### 2. Design and transition of basic users

The Natilik team used Phase 1 insights to create a migration plan, transitioning users from Cisco telephony to Microsoft Teams Phone System, configuring the dial plan, and integrating Spectralink DECT.



### 3. Complex scenarios and integrations

Finally, the team handled advanced telephony needs, including Teams handsets, compliance recording, analogue devices, and SBC survivability. Conducted workshops, configured Cisco CUBE and Spectralink DECT, and provided testing and user training.

## The outcome

By taking a phased approach to the project, the Natilik team ensured a smooth and controlled transition to Microsoft Teams Phone System for the client, minimising disruption to daily operations and allowing for adjustments at each stage. The pilot phase provided a crucial testing ground, enabling the client to assess system performance, user adoption rates, and integration capabilities in a real-world environment. Ultimately, the client now benefits from:



### Seamless experiences regardless of location

The client achieved significantly improved collaboration and communication across their global teams. By unifying their telephony system under Microsoft Teams, employees could seamlessly connect through a single platform, fostering better teamwork, faster decision-making, and more effective remote collaboration.



### Simplified systems for enhanced efficiency

The telephony system became more streamlined and efficient, reducing complexity by consolidating multiple on-premises systems into a centralised, cloud-based solution. This not only simplified management and maintenance but also provided greater flexibility and scalability to support the client's future growth.



### Effortless mobility and real-time connectivity

Integration with Spectralink DECT enhanced functionality for mobile users, ensured staff who relied on wireless handsets—such as those in operational and on-site roles—remained connected to the Teams platform. This allowed for real-time communication and better responsiveness away from their desk.



### Structured transition for uninterrupted operations

The carefully planned transition minimised disruption and ensured operational continuity by adopting a phased approach. Each stage was designed to address specific user needs and technical requirements, allowing for continuous business operations while systematically integrating new technology.