

VQ Customer Insights

Enterprise-grade audio conferencing at US power giant

Major American electric power company brings in VQ Conference Manager, enabling it to create and launch a tailored communications service to its 11,000 employees.

Customer challenge

A US power giant needed a way of delivering enterprise-grade audio conferencing using Cisco Meeting Server, including multi-role, passcode-protected virtual meeting rooms.

A leading power company in the USA needed to replace its legacy audioconferencing platform with a state-of-the-art multi-node Cisco Meeting Server (CMS) system.

It needed to run a robust, enterprise-grade service, including virtual meeting rooms for each of its 11,000 employees. Every meeting room required both 'chair' and 'guest' roles with different access passcodes, to provide the necessary security.

The energy giant had spent several months exploring how to create this service on its new Cisco Meeting Servers with a design that did not include VQ Conference Manager. However, despite trying a variety of options, it had not been able to achieve the results it required.

At this point, the issue was escalated and VQ Communications was brought in to help deliver the desired service.



The VQ Communications solution

Our teams worked closely with the customer to understand its business requirements. We then configured and helped roll out a service that delivered the enterprise-grade conferencing the business needed.

VQ Communications' sales engineering team worked closely with the customer and its collaboration service provider to understand exactly how the business needed the CMS service to operate.

Having established that VQ Conference Manager could enable the service the customer wanted on its CMS platform, we remotely installed our software, set up the Active Directory provisioning and designed the meeting room templates to work in the desired way.

The energy giant then proceeded with a phased soft launch, gradually expanding the service to more users to assess performance and collect feedback.



“Based on these learnings, we were able to help the customer refine the service and delivered a production service within weeks.”

Business outcomes

A failing CMS deployment was rescued and the customer when live six weeks after switching to VQ Conference Manager. With a smooth roll-out, all 11,000 employees at the energy giant now have access to a robust, enterprise-grade audio conferencing service that works exactly the way the business requires.

With the soft launch a success and the service working the way the business wanted, it had the confidence to roll it out to all 11,000 employees as their primary audio-conferencing tool.

As a result, the business now benefits from a state-of-the-art collaboration platform that's proving incredibly popular with users, and gives it the opportunity to enhance the offering with video calling in the future.

Such has been the success of the launch that the organization is proceeding to retire its legacy audio platform, which it had initially kept live as a backup.

VQ Communications engineers were on-call during the go-live to address any issues if they arose, but our thorough preparatory work meant everything went smoothly and our assistance wasn't required. With the platform in production, we continue to provide support to the customer and its collaboration service provider.



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