

SIG Leverages Teams Voice to Reduce Costs, Increase Communications & Improve Productivity



"Our experience with Arcus was exceptional. They not only helped us seamlessly integrate Microsoft Teams Voice, but also provided valuable insights that enhanced our communication and collaboration. Their expertise was a game-changer. Working with Arcus was a wise decision. Their in-depth knowledge and meticulous planning ensured a smooth transition."

- Justin Scher, CTO/CISO

Case Study Company Overview

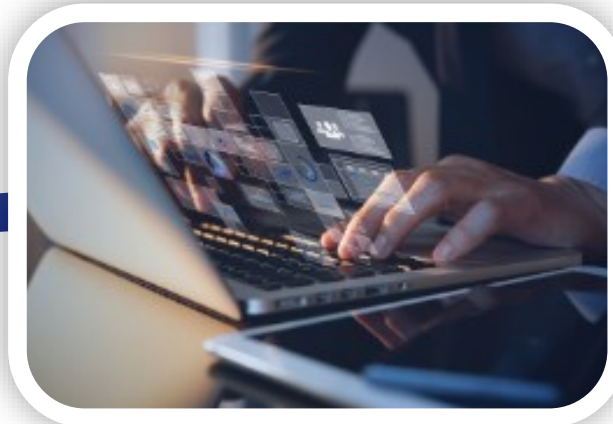


Investment Solutions Strategy Guidance

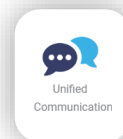
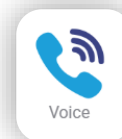
Strategic Investment Group (SIG) is an outsourced Chief Investment Officer (OCIO) industry pioneer, founded in 1987 as an "investment department for hire" to provide sophisticated, customized investment solutions to a select group of clients.

Company Size: ~100 Employees

Industry: Finance



Technology Focus





Challenges

SIG sought to modernize communications with a focus on changing work dynamics

- Desire to create a more integrated and efficient communication ecosystem within MS Teams.
- Need to facilitate remote work and support employees working from various locations.
- Overcome limitations of legacy systems. IE. outdated technology/lack of scalability (Skype).
- Simplify administration and management through centralization.
- Respond to user demands for a unified communication and collaboration platform.

Use Case

SIG drives to deliver a better communication experience for its users

- Ensure adoption of new system & leverage capabilities effectively.
- Navigate intricate landscape of security & compliance requirements.
- Meet stringent SLAs to guarantee system performance & availability.
- Sustain high-quality call services for large user bases.

Key KPI's tracked:

- User adoption rates to reflect the extent that employees embrace the new system.
- System uptime and availability to monitor reliability.
- Collaboration and productivity.
- Support requests and downtime.

Improved time to Production

2x

3 year TCO reduced

37.4%

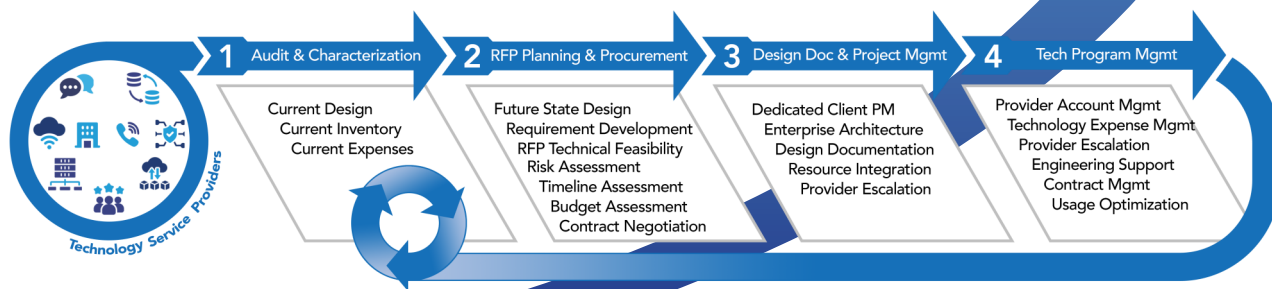
Teams Integration w/ PSTN

100%

Results

SIG's results since their deployment of Microsoft Team Voice:

- Users were very happy with the solution with quick adoption of the technology.
- Reduced communication costs by lowering email traffic.
- Experienced better than anticipated user productivity gains due to enhanced collaboration.
- Insights from the project will shape SIG's approach to future initiatives. Which include: effective change management, transparent communication, rigorous testing and flexibility in project planning.



Arcus is a Strategic IT Consulting and Project Management Firm

The lifecycle approach to Auditing, Procuring, Implementing, and Supporting all areas of technology results in customers making better IT buying decisions.