



Neill Laurenson



## ➤ Leading air navigation provider makes communication work for them

“Lync is a powerful collaboration tool for our national and global team members and has already made group videoconferencing and document screen sharing as commonplace as picking up the phone used to be.” Jamie Macdonald – General Manager Airways Global Services.

### BUSINESS NEEDS

Airways New Zealand is a state owned enterprise responsible for managing all domestic and international air traffic within New Zealand's airspace, Samoa and the Cook Islands. Consisting of around 750 staff, distributed mainly around New Zealand, with other staff members located around the globe. There are also a large number of professionals who perform their duties on a 24 hour roster. The workforce primarily consists of highly skilled business professionals striving for excellence.

Airways was looking for a solution to improve both access to communications and the way staff communicated with each other. Some of the challenges faced were:

- Communication methods had changed significantly since the current solutions were deployed.
- The various ways people communicated were all disconnected from each other and could not be linked.
- Some existing technologies needed to be refreshed.
- The requirements to communicate stretched globally.
- There was a need for collaboration.
- The nature of the business demands extensive due diligence before any changes can be made.
- Mixed devices for BYOD

These challenges would often result in:

- Long delays before people were able to make contact with each other.
- Conference meetings had limited features and often resulted in costly delays as staff grappled with the technology.
- Management of the conference system was a requirement as it was an expensive resource, but this process was cumbersome.
- It was often easier for staff to travel than to try and use the existing environment. This was expensive, caused a lot of time wasting and had a negative impact on staff.

Airways values open, free flowing communication between staff and understands commercially the benefits are not only measured in hard cash but also in the staff satisfaction. A happy workforce is a productive workforce.

“Lync has been widely accepted. The new methods of communication and collaboration have almost instantly become the norm” Neill Laurenson - Systems Analyst.

## LEXEL'S SOLUTION

As an organisation, Airways had been following Microsoft's progress in Unified Communications. Microsoft products were already extensively used in the organisation, so it made sense to see how the current investment could be further leveraged.

After a detailed design process the following key features were identified as solutions to existing challenges:

- An Instant Messaging and Presence platform would speed up the communication process
- Collaboration would allow for easy sharing of ideas
- Video Conferencing could be done from a range of devices and locations, easily managed, and the same functionality across the range.
- Enterprise Voice together with other geographic resilience technologies delivered an integrated and resilient platform to operate from
- External Federation
- Mobility
- Unified Messaging
- Conference Bridge for third parties

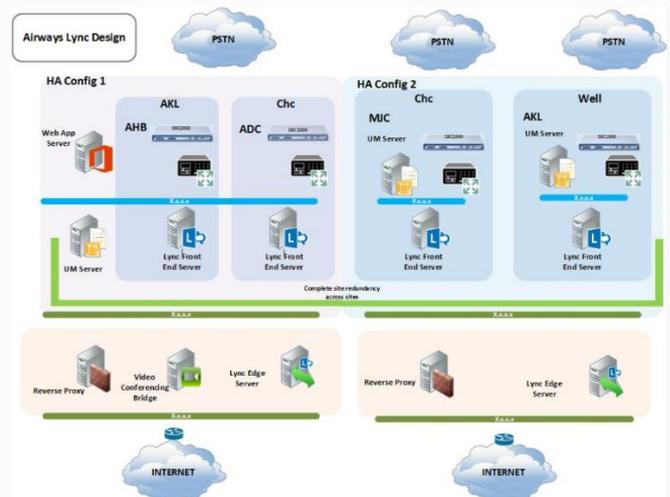
The above features culminated into a Unified Communication platform delivered from a familiar Microsoft environment, allowed users to focus on their tasks not trying to work out how the technology worked.

Built on a Microsoft Lync platform, Lexel's solutions was focused on providing a highly secure and robust solution. The solution addressed a range of needs from the desktop user, small meeting rooms all the way through to being able to facilitate external organisations with 3rd party Video Conferencing equipment.

**"The project has been a success, with happy end users, improved resiliency and a Unified Communications solution that is centrally managed and monitored. There are plans to continue to further utilise Lync to its full potential."**

The Lexel solution included the following additional products:

- Logitech ConferenceCams
- Polycom CX5500 UnifiLifesize Conference Bridge
- Lifesize Conference Bridge
- Sonus gateways
- Accessibility from Smartphones



## BENEFITS

Staff found it very easy to use, so there was a massive uptake by users. This has had a positive effect on productivity. Staff morale has also benefited as availability of people is easy to determine. Impromptu video conference calls with staff collaborating are now common place.

There has been significant tangible financial gains. Because staff can share ideas more easily, there has been a reduction in travel costs. It has also meant training can be managed efficiently. Training can be given at user's desks and can be recorded for distribution later.

The real saving is probably time. Knowing the availability of a user has saved the delay countless voice messages cause as well as avoiding unnecessary interruptions. Having interoperability between the features of Lync, Outlook and Office products has also been of significant value.

All these benefits are achieved from anywhere and from any standard platform (Windows/Apple/Android)

Based on estimated time savings of just 5 minutes per user per day; it is estimated the project will result in a payback period of less than 4 months.

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We specialise in providing solution consulting, infrastructure design, implementation, project management, outsourcing, support services and procurement. To allow us to deliver this wide range of services, Lexel Systems has partnered with the main technology providers in New Zealand and we have secured the highest level of certifications possible with each of these partners.