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ARKADIN CUSTOMER STORY



- ▲ **CUSTOMER**
Tyco
- **REGION**
India
- **EMPLOYEES**
69 000
- **VERTICAL**
Fire and Security



Tyco Fire and Security India Slashes Costs with Arkadin



KEY BENEFITS

- A cost effective conferencing solution that saved 20 percent of travel costs
- A flexible and convenient platform that is available 24/7, 365 days a year
- Tyco's management had total visibility on the communications throughout the company as all meetings were recorded
- Solution boosted productivity as employees saved time by travelling less

“The main aims of this IT project were to lower costs and increase efficiency. Arkadin Anytime helped us achieve these objectives.”

Srikanth Mattipalli,
IT Director, Tyco Fire and Security India

ARKADIN COLLABORATION SOLUTIONS

arkadin[®]anytime

▶ arkadin[®]anywhere

Cisco
webex | Provided by
arkadin[®]

CHALLENGES

Tyco Fire and Security India has many employees working in different parts of India and the world. To save on travel costs and get their staff to collaborate more effectively, a conferencing solution was needed.



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OVERVIEW

20% of travel and mobile phone costs cut down with teleconferencing solution

With more than 100,000 employees in diverse locations worldwide, electronic security and fire protection specialist Tyco Fire and Security faced a challenge of getting employees to communicate efficiently.

Many of the company's employees were based in several offices throughout different states and across different time zones. This made it difficult for the various teams to discuss internal presentations, which hampered business collaboration and strategy planning.

As costs spiraled with employees taking flights internally for routine meetings, Tyco Fire and Security India decided they needed a technology solution in 2009.

The company was able to find a conferencing solution from Arkadin, which cut down on travel and mobile phone costs by a significant 20 percent. The web and audio conferencing solution also boosted productivity as employees saved time by travelling less.

Said Srikanth Mattipalli, IT director for Tyco Fire and Security India: "The main aims of this IT project were to lower costs and increase efficiency. Arkadin Anytime and Arkadin Anywhere helped us achieve these objectives."

Other benefits include convenience as the software could be used 24 hours a day, 365 days a year. There is also an audit trail of the meetings that were logged into the system, giving management total visibility on the communications within the company.

A MATTER OF SERVICES

Tyco Fire and Security India evaluated two other conferencing solutions providers, and after thorough discussion and serious evaluation, decided to go with Arkadin.

The chief reasons were that the solution was accessible anywhere and anytime, and it had flexible service options compared to other vendors.

Another solution from a global conference provider was considered but did not offer the flexibility that Arkadin provided.

"Tyco Fire and Security India has been using Arkadin's Anytime solution for the last two years. We are very pleased with the quality of service and account management, which we felt "stood out from the rest", said Srikanth.

Challenges Tyco Fire and Security India has many employees working in different parts of India and the world. To save on travel costs and get their staff to collaborate more effectively, a conferencing solution was needed.

"Our account manager is outstanding. She is available as necessary and always provides a solution to fit Tyco's needs – not just as a salesperson to sell Arkadin's products," he said

Ever since Tyco Fire and Security India started using conferencing solutions, collaboration has increased within the company. They now use it as an everyday tool to communicate, for presentations, meetings and training sessions.

"It sets an example for the rest of the organization," said Srikanth. "Travel costs had to be reduced, but communication does not have to suffer."

ABOUT ARKADIN

Arkadin is one of the largest and fastest growing Collaboration Service Providers in the world. With a vision rooted in the belief that progress emerges from people's desire to share, Arkadin offers a complete range of integrated audio, web, video and Unified Communications solutions. These services are delivered in the cloud for fast, scalable deployment and a high ROI. The company's global network of 52 operating centers in 32 countries has dedicated local support teams to service its 37,000 customers. As an NTT Communications Group company, Arkadin offers the most comprehensive collaboration and Unified Communications services for meeting customer needs around the world.

To find out more about Arkadin please visit www.arkadin.com