

YORKTEL CONSULTANCY

Network Assessment Yields Action Plan for Digital Workplace Transformation

The Customer

Yorktel Consultancy's customer is a Global Management Consulting Firm (GMCF) providing strategic guidance to some of the world's most influential businesses and institutions. With over 14,000 consultants in more than 120 locations and over 90 years of management consulting experience, the firm serves clients from private, public and social sectors.

The Customer Challenge

Our IT and communications-savvy customer wanted to enhance their network capabilities — a key factor of their Digital Workplace Transformation initiative. This large-scale effort sought to validate that moving all their employees from established, standards-based legacy voice and video solutions to Skype-for-Business or Teams would produce a successful, reliable end-user experience. This transition was necessary both internally and externally. Internally, they needed to meet the growing demands of their top-tier consultants, who were advising global business leaders from all lines of industry. Externally, they needed to empower their own customer base with the same visionary “future of work” mindset and its associated considerations that they were working towards internally. In short, they wanted to take advantage of today's increasingly sophisticated communications technology and in turn, pass on that value to their end-users and own customer base.

To thoroughly assess all dimensions of this challenge and lay the foundation for adhering to best practices for initiating their digital workplace transformation, the GMCF had to identify the current factors impacting their technology choices, particularly how to enhance the end-user experience.

For example:

- Many of their 20K employees worked from the road, meeting customers and leveraging many collaborative tools in their existing work efforts. How would this network upgrade impact their mobile workforce?
- Was their existing environment completely ready for the upgrade? Could they provide reliable wireless connectivity for the modern workplace worker, who is tethered to a desk? Without desk phones, could all conferencing and communications be performed reliably from their laptops? Would it be robust enough for video calls and other real-time apps? What else would impact their employee end-user collaboration experience?
- The GMCF'S own high-profile customer base required secure, robust, reliable and resilient platforms to provide for their employees, consultants, and clients. What could they anticipate from a vendor evolution standpoint—from Cisco, Polycom, Zoom and Microsoft?

A Microsoft Certified Partner with Real-Time Communications Expertise

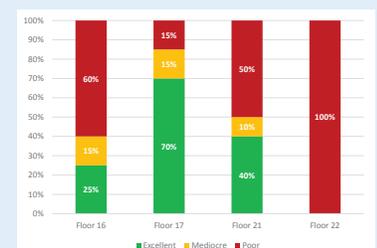
The Yorktel Consultancy team is comprised of former business leaders with over 100 combined years of applied experience in complex and diverse areas of Information Technology. Our global consultants provide strategic guidance to Fortune 1000 enterprises, Federal agencies and public-sector organizations.

Blending industry forethought, global best practices and a common consulting engagement methodology, Yorktel Consultancy empowers organizations to navigate the complexities of enterprise communications and ultimately realize the benefits of true collaboration.

From the Field

“As organizations undertake Modern Workplace initiatives, understanding their employees’ emotions (happy versus sad), individual touchpoints, moments of truth, pain points, improvement opportunities, and other collaboration factors can provide great insight into their users’ workplace journey. Yorktel Consultancy assisted this firm by heat-mapping various elements of the users’ workplace journey to the collaboration experiences digital natives are seeking.”

**VISHAL BROWN, SVP,
YORKTEL CONSULTANCY**



UDP Upstream Packet Loss Rating (% of workspace)

The Yorktel Solution

Yorktel performed a comprehensive **Wired and Wireless Network Assessment** and produced a detailed **Recommendations Report** based on our analysis. The Assessment targeted three global metro areas in the U.S., Germany, and Australia, analyzing performance levels over a three-month timeframe to determine how network adjustments might enhance productivity and the overall end-user experience.

The Recommendations Report evaluated the viability of Skype-for-Business Online as well as Microsoft Teams within the existing environment and proposed enhancements for each location, with an eye towards facilitating communication and collaboration for end-users — both the customer's own employees and, in turn, their own customers.

Assessment activities included:

- 1) Gathering floorplans, SSIDs in service, wireless network configurations, wireless topology, and bandwidth allocation.
- 2) Collecting Passive and Active data points using spectrum analysis scans against the wireless network offices at the three customer locations. These data points form a snapshot in time to portray conditions at each location.
- 3) Comparing results against industry standards and best practices in the realm of wireless networking, grading each of the three locations on their Skype-for-Business Readiness.

Key Customer Benefits

Yorktel's keen understanding of the customer's goals and how to best leverage today's technology to achieve those goals resulted in a clear, action-oriented list of recommendations, providing a roadmap to guide the customer along their digital transformation journey.

Sample Recommendations

- Suggested topical and configuration changes
- Recommended minimum Kbps audio and video stream capabilities
- WLAN adjustments at each site
- Increased access points at problem areas
- Prioritizing SfB traffic on UDP ports
- Minimizing network interference

Yorktel's Wired and Wireless Network Assessment and Recommendations Report revealed the existing network's hidden weaknesses and offered detailed recommendations on how to eliminate those weaknesses. More importantly, the report identified how shifting from the customer's multiple existing, standards-based applications to a converged, multi-service platform (a long-term strategic industry trend) would generate significant benefits for the end-users, including increased network reliability, access, and speed — all of which will support better problem-solving and customer service.

In addition, Yorktel presented goals that addressed “the future of work,” providing suggestions for immediate, mid-term, and long-term strategic timeframes. This information provided the GMCF with new and invaluable insights on how optimizing their wired and wireless network capabilities would enhance their employee end-user experience and ultimately benefit their own customer base on their journey of digital workplace transformation.



Data Points for Analysis and Action

Yorktel used heat-mapping software to gather the Passive results:

- Signal Levels and Signal Ratios
- Access Point Coverage
- Expected Physical Layer Rate
- Frame Format
- Channel Bandwidth

Yorktel measured the network's performance against industry baselines for VoIP service such as Skype-for-Business to collect the Active results.

- Active Physical Layer Rate
- TCP Rates
- UDP Rates and Loss
- Round-Trip Time
- Spectrum Analysis

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