# Communication transformation to cloud

## Hispasat

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## APPROACH

### Customer Situation

- Originally, customer had a traditional telephony system based on Cisco Jabber and Oracle Acme Packet integrated with PSTN and transversal services for homework users.
- Customer requires transform to cloud jabber infrastructure to adopt Microsoft Teams as homework first telephony system.

### Partner Solution / Services & Microsoft Technology

We deploy Microsoft Teams with direct routing with Oracle Acme Packet 1100 to integrate CUCM and transversal services with the cloud.
We migrate jabber users to Microsoft Teams to use Teams phone system.

## IMPACT

### Key Drivers & Business Objectives

- Customer wants an environment that performs the capacity to evolve and adapt to the new world situation, for instance, remote work positions and mobility.
- Microsoft Teams had both capabilities and customer appreciate this on the product.

### Value Provided & Business Outcomes

- Homework users use Microsoft Teams Phone System every day around the world in different sites.
- Customer increase productivity Teams phone system with Microsoft Teams
- It meant a reduction in the cost of local equipment as CUCM infrastructure and jabber licenses. Also improved the quality of collaboration between the different users and departments.

### Win Insights

Win keys of this project:

- Capacity to use Microsoft Teams Phone System around the world at different sites of the company
- Capacity of apply innovation technology into an innovation customer
- Capacity to improve customer productivity

### Lessons Learned

A new experience with Oracle and Microsoft Teams improve our skills to support our customers in the best way.
All lessons learned in this project are easily applicable in future projects.
Helped us to grow up in integration projects with this kind scenario.

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