



Buro Happold Engineering Case Study

Introduction

Global engineering practice, BuroHappold Engineering, recently implemented Lync. This was for enterprise voice telephony replacing two outdated private branch exchange telephone systems in its London office ahead of a potential international roll out. The convenient, easy to use voice features within Lync have helped to improve staff productivity and make better use of space by supporting single workstations for multiple users. The project is expected to deliver return on investment within three years.



Website
<http://www.burohappold.com/>

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Business Challenge

In 2012, BuroHappold began investigating replacement solutions for the outdated private branch exchange (PBX) telephone systems that supported the two buildings that comprise its London office.

“The existing phone systems were dated, complex, and unreliable,” says Kane. “They were susceptible to regular outages—as often as once a month. And we were looking to introduce single desks that can be used by multiple employees, but our phone systems could not adequately support this. We even experienced delays and difficulties transferring extension numbers when someone moved desks.”

The chosen telephony solution would need to address these issues and convince BuroHappold that it could eventually be rolled out globally.

JT Solutions

Implementation of Lync enterprise voice telephony.

The team reviewed the solutions available from major telecommunications vendors but quickly decided to adopt the enterprise voice telephony module within Lync, replacing the company’s existing office phones with the Lync 2013 desktop and mobile client on users’ PCs and smartphones.

“Introducing voice telephony on Lync made perfect sense,” explained Kane. “We were already using Lync for instant messaging, audio, and video, so staff were familiar with the application interface and much of the functionality.”

Following BuroHappold’s successful migration to Lync for enterprise voice telephony in London, the practice is considering a potential global roll out. The London implementation has produced the following benefits:

BuroHappold expects that the transition to Lync will deliver a return on investment (ROI) within three years by eliminating the hardware maintenance fees that the company was paying for its previous PBX telephone systems.

The switch to Lync for voice has reduced mobile telephone bills, partly because staff are more inclined to use landlines when making outgoing calls.

Customer Endorsement

After evaluating three system integration partners, BuroHappold chose to work with JT, a provider of multisite communications services.

“JT took the time to understand our needs, including the culture change challenge of moving away from desk phones. They were very responsive and patient, which was important as we are a demanding client.”

Jason Kane Head of IT for BuroHappoldPCs and smartphones.

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