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PowerSuite™
Software and Services

CASE STUDY

Knight Frank

PowerSuite™ Enables Streamlined UCC Management for Knight Frank Across Hundreds of Skype for Business and Microsoft Teams Sites

Providing global real estate consulting in 60 markets, London-based Knight Frank LLP has employees spread between hundreds of offices in the U.S., UK and Middle East. Despite the firm's size, its geographical distribution across continents results in it facing some of the same Unified Communications & Collaboration (UCC) challenges as the world's largest corporations.

As an increasing number of sites are added to a Microsoft Teams or Skype for Business (SfB) system, it becomes exponentially difficult to keep track of all that is happening with the service across every location. The challenge of maintaining call quality and satisfaction grows with each new site. With limited resources dedicated to voice service and quality for 5,500 Microsoft Teams and SfB users, Knight Frank's IT team has recognized the importance of being strategic and efficient in managing its UCC systems.

Replacing Discontinued UCC Monitoring Software

When its existing UCC platform – a former PowerSuite competitor – was discontinued, Knight Frank approached Unify Square to replace the old system with PowerSuite. The team at Knight Frank had already recognized the value and importance of third-party performance monitoring software to provide SfB UCC management and analytics (with a particular focus on device management), and needed a platform that could fill the gaps left behind by the legacy provider. PowerSuite's ability to

meet the same requirements as the firm's previous tool, as well as provide enhanced features and dashboards beyond 'just' device management, made it an obvious choice.

Device management can put a significant strain on time for UCC managers, and with Knight Frank's wide distribution of hundreds of Polycom IP phones and thousands of users across a mass of locations, the team needed an easy-to-use solution for understanding performance of its devices and ensuring the end-user experience with them was positive. The small IT team at Knight Frank requires its systems to be nimble and efficient, so they can share information and access easily among colleagues. In order to do this in a secure way, the company wanted its UCC software to integrate well with Active Directory Federation Services (ADFS), so that existing log-on credentials and system access could be easily applied.

> "PowerSuite has made it very easy for me to identify and then quickly resolve issues with our Skype for Business system. My ability to leverage Unify Square's software to reduce the time it used to take me to troubleshoot and fix issues has helped to greatly reduce the number of end-user tickets finding their way to the IT team."
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> – *Dan Atkinson, Technical Architect & UCC Team Lead at Knight Frank*

Rapid Deployment Above and Beyond Device Management

The technical know-how of the UCC team at Knight Frank combined with the expert support from Unify Square resulted in a fast and seamless PowerSuite deployment. With a clear view of what was needed, Knight Frank's team was able to implement the proof of concept and then take it live within days. Happy with the breadth of features PowerSuite delivered and the software's performance, Knight Frank's team transitioned the system from trial to full production mode deployment without any changes.

The customer's deep UCC expertise meant that expectations were high for PowerSuite's technical capabilities and UCC monitoring features. PowerSuite's capabilities as a Device Management solution (the primary catalyst need for Knight Frank's purchase) was quickly satisfied as the customer was able to identify call issues and maintain consistent service. Going far beyond the initial customer need specifications, PowerSuite was also able to delight the customer with the following solutions:

- Leveraging PowerSuite's newest enhancements to the Executive Dashboard, Usage & Adoption Dashboard and Help Desk solutions which allow for a single pane of glass analytics view of both Microsoft Teams and Skype for Business data.
- Using PowerSuite's Call Explorer solution, the team had access to an easy-to-use view which they used to evaluate the quality of devices and calls.
- By employing a preview version of PowerSuite's new Insights Center, Knight Frank was able to easily prioritize the way in which they conducted troubleshooting and remediation for a set of Server to Server call quality issues.
- PowerSuite's Help Desk solution provided Knight Frank with an enhanced view of voice quality and usage, making it much easier for the team to troubleshoot a myriad of different end-user issues. By analyzing user and system behavior during calls and providing real time access to those records, this solution has enabled the team to prove usage and streamline what was often a time-consuming process.

Maintaining voice quality and user satisfaction across numerous sites can often be a moving target. PowerSuite's Success Services offered additional support to help the Knight Frank IT team onboard the software and provided ongoing monthly reviews to collaborate on ways to optimize the PowerSuite deployment. This Success Services engagement also provided in-depth product education, with six training modules that made it easy for the team to become familiar with using the software's features and dashboards.

Tangible Results with Enhanced Functionality

Unify Square worked with the team at Knight Frank to provide support and maximize the PowerSuite deployment. With access to the core features it needed to replace the previous UCC monitoring solution, along with additional functionality to enhance the UCC service, Knight Frank achieved the following results with PowerSuite:

- Smooth transition from previous tool to PowerSuite, fully deployed and operational in less than 2 weeks.
- Enhanced visibility into Knight Frank usage of Microsoft Teams during its initial piloting phases.
- New and streamlined capabilities beyond just device management to quickly pinpoint issues and resolve help desk tickets, reducing the time spent on troubleshooting.
- Clear and easy to access diagnostics for quality and service issues, enabling improved voice quality across thousands of users.
- Monthly technical reviews to examine the overall Teams/SfB environment and PowerSuite's utilization, providing a feedback loop for continuous improvement.

> "The support and assistance that we've received from the Unify Square team has given us an added layer of insight into how we can streamline processes and address issues quickly, which makes a big impact for a relatively small IT team like ours. The relationship that we've established with Unify Square has also helped increase our overall usage and enabled our team to scale easily."
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> – Atkinson

About Unify Square

Unify Square is a wholly owned subsidiary of Unisys' Digital Workplace Services business unit. Unify Square software and services optimize and enhance the world's largest collaboration and communication platform deployments, helping businesses manage and secure their hybrid work for meetings, chats, and calls. PowerSuite™ software creates a unified experience management dashboard to surface actionable insights and administer collaboration platforms — transforming performance health, security, and user effectiveness. Unify Square's solutions have delivered value to more than six million collaboration seats, in over 275 enterprises across more than 50 countries, and in most major industry verticals.

Headquartered in Bellevue, Washington, Unify Square also has offices in the United Kingdom, Germany, Switzerland, India, Australia and Lithuania. We invite you to learn more.

Contact **sales@unifysquare.com** or visit **unifysquare.com.**

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