

SYSKA HENNESSY
GROUP

HOSTED SKYPE FOR BUSINESS

PLUG-N-PLAY NATIVE O365 UNIFIED
COMMUNICATIONS SOLUTION FOR
RAPIDLY GROWING
MULTI-LOCATION COMPANY

Calltower in a New World

The Syska Hennessy Group creates exceptional environments. By combining expertise with all of the next generation tools that technology has to offer, they provide high performance engineering, consulting and commissioning solutions for the built environment. They are committed to being the best, to advancing engineering design practice, and to supporting their clients with integrity and commitment. Through their highly collaborative approach, they engage with clients to help them meet their challenges head on. They embrace social responsibility, both in their workplace and in design practice. Syska Hennessy Group has been ranked in ENR's Top 500 Design Firms Sourcebook as the #1 data center designer. Their diverse portfolio of international projects includes some of the world's most technically sophisticated buildings.

EXECUTIVE SUMMARY



Syska Hennessy relies on easy management of quality unified communications & collaboration for 500+ users at multiple locations across the United States.

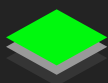


Syska drives workforce efficiency and productivity with CallTower Complete, hosted Skype for Business voice solution integrated into their existing Microsoft Office 365 and fully integrated conference room technology at their multiple locations.

THE CHALLENGE



In 2014, Syska Hennessy's Senior Associate, IT Project Delivery Manager, Frederick Noel, found himself with a serious telephony issue. They had an older PBX system in place and multiple office moves coming up in a very short window of time. Syska Hennessy needed a quick and effective way to consolidate voice with the Skype, the installed client for instant messaging, presence, and conferencing. The company had recently migrated to Office 365 and were interested in one-integrated platform that the workforce was familiar with for, quick and easy adoption and simplistic management for a true unified communications experience.



One Platform



Quick & Easy Adoption



Simplistic Management



The solution needed to integrate into our everyday work process.

- Frederick Noel, Senior Associate, IT Project Delivery Manager



THE SOLUTION



Syska had already adopted Office 365 companywide and required a cloud-based real-time Unified Communications with voice solution with native integration to Skype clients. Noel wanted simple, easy integration, a plug-in-play solution, that they could enable prior to a location move. He wanted software, not hardware integration. Syska considered voice options from Mitel, Avaya, Level 3 and Cisco. These solutions were not Skype native and did not provide the plug-in-play solution they were looking for. The simple choice was to voice enable Office 365's Skype for Business.

Noel reached out to a partner he had worked with for years and explained his predicament and time-urgency. The partner asked him if he had reached out to CallTower. Noel says, "I had never heard of CallTower. I really liked the solution. It was exactly what I had in mind! I was hesitant in not going with a big-name company. I was concerned that CallTower would not be able to manage a company of our size with multiple locations."

THE CHOICE



The choice was CallTower. According to Noel, "The first office we setup was in Princeton, Massachusetts. It was seamless! The solution was enabled prior to the location move, the desk phones were programmed and in place. The workforce literally got there and turned on their computer and they were ready to go."

Syska Hennessy utilizes CallTower's Skype for Business Complete solution, which adds PSTN telephony and conferencing capabilities to Skype clients and integrates with an Office 365 license, enabling them to leverage their existing investment in O365.

"Syska Hennessy recognized the value in CallTower's voice enabled Skype for Business platform as a complete collaboration solution. CallTower's dynamic unified communications solution leverages Office 365, natively integrating all voice calls, instant messaging, presence, video, conferencing, mobile app and telephony features into one platform supported 24/7 by CallTower," says William Rubio, CallTower's Chief Revenue Officer. "This technology is perfect for rapidly growing multi-location customers like Syska. The simple native O365 integration delivers, real-time, ready-to-go results in a fast-paced competitive business environment."



Real value is the simplicity of CallTower's solution and how easily the integration works into O365

- Frederick Noel, Senior Associate, IT Project Delivery Manager



Since implementing CallTower Complete for Skype for Business, at the Princeton, MA location, back in 2014, Syska Hennessy has implemented the solution throughout their 12 US locations. Syska Hennessy also utilizes CallTower supported Polycom conference room systems throughout their locations. The conference room devices are designed to work exclusively with voice enabled Skype for Business licenses. In addition, Syska wanted to expand video enablement. CallTower worked with Syska to be one of the first to implement a Microsoft Surface Hub with a Skype for Business voice enabled license.

Syska Hennessy's communication technology challenges were seamlessly managed with the adoption of CallTower's voice enablement solutions for Office 365. The simplistic native integration delivered the plug and play solution that is vital to their workplace environment.

ABOUT CALLTOWER



Since its inception in 2002, CallTower has become a leading provider of cloud-based, enterprise-class Unified Communications as a Service (UCaaS) and Contact Center as a Service (CCaaS) solutions for growing organizations worldwide. CallTower provides, integrates and supports industry-leading, cloud-based, UCaaS and CCaaS solutions, including Cisco® HCS, Cisco® Webex, Native Microsoft® Teams Direct Routing, Microsoft® Office 365, Enterprise Hosted Skype for Business, CT Cloud Voice, CT Cloud Boost, CT Cloud Meeting powered by Zoom and Cloud Contact Center for business customers.

CallTower enhances our clients' strategic and operational capabilities by integrating VoIP service, mobile applications, email hosting, unified messaging, instant messaging, audio, web and video conferencing, collaboration tools, contact center, cloud services and global networks solutions into one reliable platform.