



## Case Study: Global Voice & Data Migration

Migrated 60,000 employees in 60+ countries to a new voice and data infrastructure within four months

### Client

**Network communications company**

### Situation

Employees of a newly formed joint venture company needed to be migrated to a new voice and data infrastructure that was independent of the parent companies. The short time frame and vast geography meant that the client could not rely on existing resources to travel to each country to oversee the migration. They needed experienced in-country project managers who spoke the local language and could navigate the local culture. The client turned to its global carrier partner, who turned to InTech.

### Solution

Within 6 weeks, InTech assembled a team of hundreds of project managers, architects, applications installers, integration engineers, security specialists, and systems administrators, collectively averaging 7+ years in voice and data. InTech's in-country affiliates performed site audits, vendor management, solution design, contract negotiation, and process management. The InTech team also went a step beyond, developing databases of vendor contacts and documenting local processes for ordering technology, to help the client navigate complicated foreign processes in the future. InTech's core team maintained global oversight of the project and facilitated communications across all in-country project managers to share solutions and best practices.

### Results

The migration was completed thanks to InTech's global ability and in-country affiliates able to navigate local customs to get things done. The client avoided costly staff additions and travel expenses, and gained valuable process guidance to work efficiently at the local level on future projects.

### About InTech

InTech is an independent global communications consultancy offering high-value managed services enhanced by 25 years of consulting expertise. InTech's Managed Services for Voice and Data are distinguished by high-touch customer service, worldwide resources, continuous process improvement, and consistent client communications. Our Consulting Services align communications with business strategy and processes by designing innovative technical solutions that make people, products and technology work better.

*"The integration is getting more challenging now that we're getting closer to deadlines in many countries. With the talented team at InTech, I still get a good night's sleep."*

Voice /Email Migration  
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