



Vygon

Case Study

Summary

Industry Sector:	Medical
Business Solution:	Unified communications
Technology:	Firstcom Universe



The Vygon Group is a global manufacturer of single-use medical and surgical products. Internationally it designs, develops, manufactures and markets more than 100 million products in 110 countries and is a leading provider of intravenous access devices to the NHS.

Vygon strives to fulfil and exceed the needs and expectations of their customers by offering exceptional service, care, continuity of supply and a positive experience that goes beyond a customer-supplier relationship. When the COVID-19 pandemic hit in 2020, Vygon's IT Team needed to accelerate their plans to move to the cloud and secure a unified communications platform which would enable their team to work from multiple locations on multiple devices, whilst continuing to provide the exceptional service they are renowned for.

The Challenge

Vygon had a legacy solution installed, an Avaya PBX standalone telephone system. Vygon's team were looking for a way to improve productivity with the ability to communicate on a single platform — one that was built to support remote working. That said, they used instant messaging for collaborating, via Microsoft Teams. So, it was integral this communication channel was built into the new solution. They also held a requirement for fixed handsets for their marketing and reception teams.



The Solution

Vygon turned to Comtec to identify the right solution, ensure it integrated with Teams, and deploy the solution rapidly to meet rising industry pressures. With the right unified communications, all information emanating from a business is centralised. As a result, the end user can access multiple different communications tools from one location, increasing productivity and improving the organisation and security of its data.

Comtec supplied Firstcom's Universe unified communications solution that brings together chat, voice, video, and online collaboration in one place. These services are accessed by the user's device of choice, such as fixed-line phones, mobile handsets, or computers. Universe is also a cloud-based service which means Vygon have no additional equipment to look after. Comtec deployed Universe with Microsoft Team Calls combined, meaning Vygon's team could continue to collaborate as they did before with a seamless experience when chatting, sharing, and calling. It also meant their team could still be equipped with fixed handsets for their office working environment.

The Results

The solution Comtec deployed greatly improved company communication at a time of vital importance. Using their new, fully integrated telecomms system, Vygon can take Teams and standard calls for users to work remotely and securely from their own devices and maintain the same experience whether working from home or at the office. By achieving its communication goals, Vygon maintained exceptional customer service and continuity of supply throughout the pandemic.

Looking to the future, the system's simplicity enables Vygon's own IT resource and system administrator to maintain and manage their telephony on a day-to-day basis, only having to call on Comtec for more complex networking projects. The new solution also came with a cost saving of 20-25% per annum.



Testimonial

“During the pandemic, we needed a telecommunications solution that would enable us to work remotely as efficiently as if we were in the office. Comtec were invaluable. We worked closely with Steve and the team to quickly identify the correct solution, deploy on schedule (in what was a testing time!) and supply on budget.” — **David Taylor, IT Manager**

About Comtec

We are highly experienced network consultants and have a comprehensive understanding of legacy components, their purpose and next-generation replacements. Using this expert knowledge, Comtec helps you document your networking demand and the path to reaching your end goal. We are Cisco and Juniper networking partners and we offer a full stack of applications alongside, from Voice and Video Conferencing to Server Maintenance and Desktop Management. We make recommendations on future digital solutions that are the right fit for your organisation.

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