



Customer: GraceKennedy

www.gracekennedy.com

Customer Size: 2,800+

Country or Region:

Caribbean, North and
Central America

Industry: Conglomerate

GraceKennedy is one of
the Caribbean's largest
and most dynamic
corporate entities

The GraceKennedy
Group comprises a
varied network of some
60 subsidiaries and
associated companies
spanning areas of
food processing and
distribution, banking
and finance, insurance
and remittance services,
together with an
investment in building
materials retailing.

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Lync Online Solves GraceKennedy's Web Conferencing Challenges

CHALLENGE

GraceKennedy's web conferencing capabilities were being hampered due to concerns of accessibility and security; and ability to integrate with Microsoft's productivity tools. GraceKennedy wanted to upgrade their web conferencing system to an application which offered a range of functionalities. Having moved from WebEx to a pilot of Lync 2010, the desire was to do a full deployment of Lync 2013.

Aden Whittaker, GraceKennedy's Senior IT Officer, in keeping with GraceKennedy's Five Year Technology Roadmap was tasked with improving GK's web conferencing capabilities. However, with a complex infrastructure and a large pool of people to serve, he knew that additional resources would be required to accomplish this vision on a timely and cost effective basis.

SOLUTION

tTech's implementation of Microsoft's Lync 2013 provided a best fit solution for GK's web conferencing needs. The implementation spanned to all GK's subsidiaries and consisted of several phases. tTech now provides comprehensive IT support services to GraceKennedy which includes:

- Enabling and disabling users for Lync.
- Troubleshooting connectivity issues from supported Lync clients i.e. Lync running on PC, Mac, Windows Phone, Android, iOS, IE, Chrome and Firefox
- Chat administration including purging obsolete messages and managing permission levels.
- Archive retrievals.
- Patch management of Lync servers.
- Monitoring and backing up the Lync system.

RESULTS

Careful consideration was given to the Lync 2013 implementation. tTech conducted the necessary needs analysis to ensure their approach was a best fit for GraceKennedy. "Not only have we been able to resolve previous security and accessibility issues but we can also fully integrate this solution with Office productivity tools. We really appreciate the work tTech has done."

The implementation has resulted in:

- **Reduced travelling expenses** - GraceKennedy has ability to conduct live meetings, screen sharing with live presentations. "Our senior managers especially have benefited from this experience, reducing time and cost spent travelling.
- **Revolutionize Communication** - Lync client syncs with our Outlook calendar and provides real time presence for persons within the organization. We have eliminated the complexity of scheduling meetings and realized value in our investments through integration of Office productivity tools.
- **Competent Team** - Lync 2013 was successfully implemented within all GK's subsidiaries. "tTech conducted a knowledge transfer to IT administrators of the subsidiaries, this proved invaluable to the success of the implementation."
- Aaron Shaw, Consultant