

## Case Study

# How a Global Investment Firm Transformed Communication with Kinly

## The Background

A global investment management firm needed to transition from its existing Cisco-based voice and video solutions to a fully integrated Microsoft Teams environment. With a deadline-driven migration and multiple stakeholders involved, the firm turned to Kinly's Managed Services for a seamless transition.

## The Challenge

The client had relied on Cisco for years but needed to move to Microsoft Teams for better efficiency and cost savings. The transition involved working with nine different PSTN carriers, reconfiguring auto attendants and call flows, and ensuring minimal disruption to thousands of employees worldwide—all within a tight deadline.





## The **Key Results**

**Smooth migration** to Microsoft Teams within the required deadline.

**Full integration** of UCaaS Microsoft Teams Voice across multiple regions.

**Improved room** utilization insights through real-time reporting.

## The **Solution**

Kinly provided a fully managed transition, securing a smooth shift to Teams while maintaining service continuity. Key solutions included:

### **UCaaS Teams Voice**

Full integration and management of Microsoft Teams Voice services.

### **AIOps-Powered Monitoring**

Proactive voice and video monitoring and management to maintain service quality.

### **Room Managed Services**

Streamlined integration with providers such as Cisco, Teams Boss, Martello, and CallCabinet.

Beyond these core services of Voice, AIOps Monitoring and Room Managed Services, Kinly assigned a dedicated support team to oversee daily operations, ensuring high service uptime. The firm also benefited from real-time usage analytics, which provided insights into room utilization and technology investments.

Kinly adhered to strict change management policies to maintain security and compliance, meeting the firm's regulatory requirements.



SECTOR  
**INVESTMENT  
FIRM**



LOCATION(S)  
**GLOBAL**



SOLUTION  
**MANAGED  
SERVICES**



## The Outcome

With Kinly's ongoing support, the firm successfully transitioned to a Teams-based environment without any major disruptions. The move to managed services for Voice and Video improved employees' experiences through reliable, high-quality communication. Plus, the overall efficiency of the solution allowed IT teams to focus on strategic initiatives instead of troubleshooting.

By leveraging real-time analytics, the firm has deeper visibility into room utilization and system performance. This data helps identify underutilized spaces, recognize high-ticket alert areas, and guide future planning and resource allocation.

## The Future

- Embracing Emerging Technologies – The firm is set to integrate digital signage management and modern workplace solutions to enhance efficiency and user experience.
- Expanding Enterprise-Wide Innovation – Future plans include continued scaling of technology solutions across the corporate network to drive seamless collaboration and operational consistency.
- Building for Long-Term Digital Success – By staying ahead of industry trends, the firm is positioned to continuously evolve, ensuring sustained growth and competitive advantage in the years to come.

## Why Kinly?

Bringing people & technology together for better productivity wherever the work happens — because great things happen when people work together.



## The Testimonial

*“The timeline made this migration feel impossible, but Kinly’s expertise and command of the project kept everything on track.”*