

Case Study

Leading Global Pharmaceutical Company Utilizes Managed Services by Kinly

The Background

The leading pharmaceutical company, known for its innovative healthcare solutions, has been a longstanding partner of Kinly, engaging in collaborative efforts since 2007. The partnership has evolved to encompass various contracts across a spectrum of projects, showcasing a strong commitment to excellence.

The Impact & Results

Enhanced User Experience: Elevated customer service, optimized engagement, and productivity through standardized video communications.

Global Collaboration Rooms: Enabling consistent collaboration experiences worldwide, unifying dispersed teams seamlessly.

Operational Efficiency: Streamlined management and monitoring, reducing downtime and enhancing support services.

Innovative Technology Adoption: Embracing new technologies to meet evolving customer demands and stay at the forefront of industry advancements.



Services Provided:

- Help Desk
- Monitoring
- Management
- AV Design
- Engineering
- Integration
- Onsite Support



Problem Statement:

In the realm of managed collaboration services, the leading pharmaceutical company encountered a multifaceted challenge that demanded innovative solutions and expert intervention. Amidst a landscape characterized by global operations, diverse meeting spaces, and a constant need for seamless communication, the customer grappled with the following critical issues:

Complex Global Infrastructure

Managing over 30 sites worldwide with varied collaboration spaces posed logistical challenges in ensuring consistent service delivery and end user experience.

Technological Integration

Incorporating advanced audiovisual technologies, conferencing systems, and collaboration tools across a vast network required meticulous planning and execution to achieve optimal functionality, reliability, and user adoption.

Operational Support Demands

Maintaining 700+ rooms and supporting a large user base required responsive on-site assistance, proactive monitoring, and efficient troubleshooting to prevent disruptions and ensure smooth operations.

Project Governance

Overseeing multiple large-scale projects demanded robust project management frameworks, stringent governance processes, and strategic oversight to guarantee project success and alignment with organizational objectives.

Rapid Training Deployment

Enabling 30,000 Teams Meetings users within a tight timeframe called for agile training strategies, multilingual support, and comprehensive user onboarding to accelerate adoption and maximize system utilization.

Addressing these intricate challenges required a partner with specialized expertise, a proven track record in managed collaboration services, and a commitment to delivering tailored solutions that align with the customer's strategic goals and operational needs.



SECTOR
PHARMACEUTICALS



LOCATION(S)
GLOBAL



SOLUTION
MANAGED
SERVICES



Solutions Implemented:

Since 2007, across more than 30 sites around the world, in 700+ rooms, for over 30,000 users.

Engagement Continuity: Maintained since 2007, demonstrating a long-standing commitment.

Global AV/UCC Integration & Help Desk Support: Supporting over 30 global sites seamlessly.

Diverse Room Configurations: Including Huddle Spaces, Decision Rooms, Exec Offices, Large Event Spaces, SM/MD/LG Conf Rooms, Training Rooms, Divisible Spaces, and Multi-Media Areas.

Utilization of Cisco Webex and Conferencing Devices: Ensuring cutting-edge communication technology.

Management of 700+ Rooms: Catering to diverse meeting and collaboration needs efficiently.

Project Scope and Achievements:

Kinly's partnership with the leading pharmaceutical company spans various critical areas:

Project Management Excellence: Overseeing multiple projects with precision and governance.

Global Integration Projects: Managing complex initiatives across diverse locations successfully.

Full-Service Visual Collaborative Support Contract: Providing comprehensive AV services for over 30,000 users globally.

Global Help Desk Support: Offering 24x7x365 help desk support for webcasting, event management, and audio-visual, Monitoring and Management.

System Integration Success: Implementation of a Prime Contract for a global collaboration system rollout.

Training Excellence: Facilitating rapid deployment of users and delivering customized training programs efficiently.

Staffing Solutions: Providing dedicated on-site support staff, including Global Help Desk members and project resources.

Scalable Resource Pool: Maintaining a qualified labor pool for swift response to staffing needs and surge support requirements.

Technology Refresh Projects: Upgrading meeting rooms to Cisco solutions for enhanced collaboration capabilities.

The Future

Through a robust partnership and a focus on innovation, Kinly has consistently delivered exceptional managed services and cutting-edge solutions to support the leading pharmaceutical company's global communication needs. The successful partnership stands as a testament to Kinly's expertise, dedication to quality, and commitment to driving operational excellence in the realm of visual collaboration and communication technology.



Why Kinly?

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