



Global Investment Bank

Six Degrees enables a global investment bank to leverage its Microsoft Teams investment by implementing Direct Routing powered by our voice and SIP platform services.

Six Degrees has successfully transitioned a global investment bank's fragmented, legacy voice estate to a consolidated voice platform that integrates seamlessly with Microsoft Teams to support both internal collaboration and external communication.

Challenge

A global investment bank, which employs a team of 3,500 financial services specialists across 40 countries, faced the challenge of refreshing its legacy telephony estate. The telephony estate was delivered through multiple technologies, with different approaches taken throughout the bank's different regions. This resulted in high operating costs and a significant management burden for the practice's IT function.

Like many organisations throughout the finance industry, the bank recognises technology as an enabler that will empower its financial services specialists to excel in their roles and drive competitive advantage.

It was within this context that the bank sought to implement a consolidated global telephony solution, delivered by a single provider and aligned to its wider digital transformation and go-forward business strategies – ultimately resulting in commercial success driven by the ability to make better decisions, faster. As an early adopter of Microsoft Teams, the bank and its specialists were familiar with the unified communication and collaboration platform. Since Microsoft Teams played an important role in the bank's day-to-day operations, the bank elected to explore the potential to enable their specialists to make and receive calls in Teams through Direct Routing.

About Six Degrees

We are a cloud-led managed service provider. We work as a collaborative technology partner to businesses making a digital transition.

Always placing clients at the heart of our strategy, our passionate teams combine technical expertise and deep sector specific knowledge to innovate, craft and manage the right solutions to power businesses.

The breadth and strength of our technology is our foundation. Solutions range from data and application performance management through to colocation and unified communications, all with private, public and hybrid cloud at its core.

We work collaboratively and build long-term partnerships through exceptional services that match our clients' needs. We continually innovate the right solutions to enable our clients' brilliance.

OUR SOLUTIONS



Cloud Platform & Data

Modernise your data centre and secure your hybrid cloud future.



Cyber Security & Compliance

Enhance your cyber security posture and safeguard your organisation.



Agile Workspace

Communicate, collaborate and work efficiently, anywhere.



Network Infrastructure

Achieve a step change in your connectivity and your digital transformation journeys.



Solution

Six Degrees was the bank's incumbent voice and SIP trunking provider in the UK. Given Six Degrees' breadth of capabilities, including considerable Microsoft Teams knowledge and development experience, the bank elected to work with us to undertake a proof of concept. This would utilise Direct Routing to enable its users based in the UK to make and receive calls directly through the Teams application.

Six Degrees took a consultancy-based approach throughout the Direct Routing proof of concept. Working closely with the bank to mitigate risk and ensure user experience remained at the forefront, Six Degrees guided the bank through a staged migration from a legacy PBX platform into Teams Direct Routing.

The initial proof of concept was carried out with a small sub-set of UK-based users, and Six Degrees performed comprehensive technical and user acceptance testing to ensure the Direct Routing solution was stable, highly available and technically viable, and met users' internal collaboration and external communication needs.

The proof of concept was an overwhelming success, and the bank elected to roll out the Direct Routing solution throughout its entire UK operations. This work is now complete, and Six Degrees is currently in the process of enabling Teams Direct Routing across the bank's global locations. Once complete, the bank's 3,500 financial services specialists will be able to communicate and collaborate seamlessly and ubiquitously through a highly available digital platform, minimising business disruption and maximising productivity by delivering voice services in-line with contemporary working practices.

Outcome

In order to remain competitive and maximise profits in today's volatile financial markets, investment banks are leveraging technology to give their financial services specialists the edge they need to excel at what they do. Working collaboratively with Six Degrees, the global investment bank was able to modernise its communication and collaboration capabilities whilst reducing management and resource burden. Once Teams Direct Routing has been rolled out throughout its global operations, the bank will be able to demonstrate that its communications platform services align to and directly support its wider digital transformation and go-forward business strategies.

ADVANTAGES AND BENEFITS

Deliver a ubiquitous global communications platform

By utilising Direct Routing to enable their specialists to make and receive PSTN calls in Teams, the bank has created a unified communications platform that delivers a ubiquitous experience throughout its global operations.

Align the voice estate to the go-forward business strategy

Transitioning away from its legacy telephony estate to a future-proofed, global voice solution has allowed the bank to align its voice estate to its go-forward business strategy, ensuring it is fit for purpose for years to come.

Reduce cost and management overheads

Outsourcing its global voice estate has allowed the bank to significantly reduce both its costs and its associated management overheads, enabling its IT department to focus resources on proactive digital transformation activities.

Outsource voice services to a single provider

Managing voice services is often costly and time-intensive, introducing both inefficiencies and potentially cyber security risks if not managed closely. Working with Six Degrees as a single provider has mitigated these risks, ensuring the bank benefits from streamlined, optimised voice services.