



# International Car Manufacturer

An international car manufacturer's UK R&D centre works with Six Degrees to improve its communication and collaboration capabilities.

Six Degrees' UCaaS solution allows an international car manufacturer's UK R&D centre and its people to work together better, enabling them to overcome the operating challenges they face.

## Challenge

Manufacturers are faced with complex market, process and supply chain challenges almost every day. In order to overcome these challenges, they must empower their people with the collaboration tools they need to work together better.

An international car manufacturer's UK R&D centre employs around 150 people, and is one of the organisation's centres for excellence and innovation in engine design and development. The R&D centre's people need to communicate and collaborate internally, with the wider global organisation, and with third parties. The ability to achieve seamless communication and collaboration is essential to the R&D centre achieving its vision to become a world class leading powertrain R&D centre, and a promoter and practitioner of green powertrain technologies.

The R&D centre was operating a five year old telephony system. Although broadly functional, the incumbent telephony system was reaching end of life and lacked the flexibility the R&D centre's people needed when working away from their desk-based handsets.

## Solution

The R&D centre went to tender to replace its five year old telephony system. Six Degrees won the tender based on the R&D centre's positive experiences with our business; the competitive pricing we offered; and the ease of transition to a new platform.

## 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.



Six Degrees has transitioned the R&D centre's telephony platform across to UCaaS [Unified Communications as a Service]. The UCaaS solution, deployed and managed by Six Degrees, delivers untethered communication – enabling the R&D centre's people to connect more easily no matter where they are. It is flexible, meaning the R&D centre only needs to pay for what it needs, when it needs it. And it offers lower total cost of ownership, allowing the R&D centre to harness its existing investment in handsets whilst delivering unified communications functionality when people need to work remotely.

## Outcome

The UCaaS solution, deployed and managed by Six Degrees, is the perfect fit to meet the R&D centre's communication and collaboration needs. This allows its people to work together better, enabling them to overcome the operating challenges they face. As the R&D centre's IT Manager explains: "The experience we have had working with Six Degrees has been very positive. Any issues or requests are dealt with quickly and professionally – Six Degrees is always available when we need them to be."

## Advantages and benefits

### Flexible and scalable

The UCaaS platform deployed by Six Degrees can be easily scaled up and down, enabling the R&D centre to adapt quickly to developing requirements.

### Competitively priced

The UCaaS platform is priced in a manner that allows the R&D centre to only pay for what it needs, when it needs it. The R&D centre was also able to leverage its investment in existing handsets.

### Straightforward transition

The R&D centre and its people benefited from a peaceful migration from its incumbent telephony system to the UCaaS platform. Uptime and performance were priorities, ensuring people could remain productive at all times.

### Strong working relationship

Six Degrees delivers end-to-end management of the UCaaS platform. Maintenance, incidents and requests are dealt with quickly and efficiently, providing peace of mind and enabling the R&D centre's IT Manager to focus on other areas of the organisation's IT estate.

## THE CLIENT

### IT Manager International Car Manufacturer UK R&D Centre

"The experience we have had working with Six Degrees has been very positive. Any issues or requests are dealt with quickly and professionally – Six Degrees is always available when we need them to be. If it ain't broke, don't fix it."