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QNET

QNet maximizes efficiency of global online business with Microsoft Unified Communications solutions

Overview

Company Profile
QNet is a leading online and mobile company established in 1998. QNet has established itself as a global e-commerce company with a proud Asian heritage.

Customer Profile
QNet is a leading online and mobile company established in 1998. QNet has established itself as a global e-commerce company with a proud Asian heritage.

Business Situation
QNet's global reach and highly mobile workforce require an efficient enterprise communication system. The existing system consisted of numerous disparate communication systems which hindered integration and required significant time and effort to maintain.

Solution
Microsoft Lync Server 2010
Microsoft Lync Mobile
Microsoft Exchange Server 2010
Microsoft Exchange Server 2010

Results
QNet has achieved significant cost savings and collaboration across multiple locations. Significant savings on phone bills and travel costs.
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"We have deployed Lync to most of our offices around the world and it has greatly improved our communications, especially for those offices outside the SEA region. We've been communicating a lot more through Lync now, significantly saving the travelling costs and time, plus productivity has definitely gone up!"
Director, Information Technology & Telecommunications, QNet Group

Situation
Established in 1998, QNet, a wholly owned subsidiary of Q Group, is a direct selling company that has seen tremendous growth from its strategy of combining the potential of the Internet and e-commerce with the essential business model of network marketing. Effectively, QNet's business has been built on the Internet. Headquartered in Hong Kong, QNet has a presence in approximately 30 countries and its key markets are Southeast Asia, South Asia, North and Central Asia, the Middle East and Africa. The company specializes in a wide range of exclusive products, including luxury goods, travel and fitness, and digital and software products.

QNet distribution is an active worldwide. Since its foundation, the company has grown to a size 1 over 100 employees. QNet's Exchange, Office Information Technology & Telecommunications of Q Group, "and we are doing business in more and more countries." The future is set to see the company increasing its penetration further into Europe and the Americas. With such global operations and highly mobile workforce, seamless intra-company communication is vital.

"Previously, we had different solutions, therefore it wasn't a unified experience," says Shemar Reyes, Program Manager of QNet's IT Department. QNet's pre-existing communication set-up consisted of a number of disparate systems, including email, Microsoft Office, LotusNotes, and single one-to-one voice calls. Lacking integration, this system caused numerous inefficiencies and communication between offices was time-consuming, awkward and often expensive. QNet had several solutions, particularly for telepresence, says Reyes, "but the procurement costs were too high."

Solution
QNet has enjoyed a long-standing business relationship with Microsoft, so when Reyes was alerted to the possibility of Microsoft Lync Server 2010, he was keen to explore the benefits it could provide. The company had looked into other options but none offered the integrated features that the Microsoft Unified Communications solution could provide.

The goal of setting this project was set in late November 2010. Microsoft Consulting Services (MCS) had delivered the POC, effectively within the 30-day period, plus some key business users for two weeks, with a total of three full days' user training. With the project completed and essential features required by QNet implemented, the customer POC team was able to demonstrate the benefits of Lync internally. "We realized in December and January, and from February, decided to go ahead with Lync because of its powerful features," says Reyes.



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