GBS

Case Study
Collaboration Solution

CLIENT Al Jabr Group of Companies – Dammam

Al Jabr Group of Companies operates as a multi-line business in various sector including automotive, production, laundry, home appliances, trading and distribution. One of the leading business is KIA automobile division.

Aljabr Group having around 3000 employees across the Kingdom populated in 100 plus locations in different business units. As the effective communication between the internal and external stakeholder is becomes the major challenges of the business, the management decided to go ahead with an advanced collaboration solution to address all communications requirements.

Business Challenges	GBS Solutions	Project Outcome
1. Different legacy telephony systems at every site was difficult to manage and operating & maintenance costs was very high 2. Telephone charge for inter branch calls are high. 3. Reduce the cost for the management meeting by reducing the travel and related expenses 4. Improve the managements and employee's communication quality 5. Improve collaboration between headquarters and branch offices. 6. Bring client meetings and project discussions online 7. Make business more agile and faster by any time access to resources & people from anywhere.	1. Implemented Centralized Cisco Unified Communication solution 2. Deployed cisco Telepresence video conferencing solution with Cisco CMR Cloud Technology 3. Installed Cisco video endpoints in eight locations 4. Enabled conference with all stake holders any time from everywhere using any device with help of Cisco WebEx Solutions 5. Implemented Cisco Unified Communication cluster with 600 + IP Phones distributed across the Kingdom.	1. Achieved 40-50% cost savings on communication OPEX 2. Reduced travelling costs by 50%. 3. 60% Cost saving on system maintenance 4. Decisions are faster; business more agile 5. Easier to connect with customers, clients, and board members 6. Increased productivity 30-40% 7. Best customer experience with Cisco Video Conferencing and centralized IP Telephony 8. Many business tasks are executing remotely with video conferencing system.