

CASE STUDY

# Fives Makes Cross-Team Collaboration Easy with BlueJeans Gateway

Fives designs and manufactures machines, process equipment, and production lines for the world's largest manufacturers. A key strength is its agility and responsiveness to customer demand: drawing on deep pools of expertise across its global teams, it can quickly address the fast-changing markets it serves.

For Fives to sustain that agility, however, its employees must be able to easily collaborate — right across the Group's network of more than 100 operational units in nearly 30 countries. For Group Chief Information Officer Marc Sery, that means ensuring Fives' business leaders and teams have access to consistently reliable communication and collaboration tools. But Marc faced a problem: many different communication systems had been implemented across the organization over the years, adding layers of complexity. In 2019, Marc Sery began looking at ways to simplify Fives' technology stack and standardize organization-wide collaboration.

"We wanted to make it easier for employees across our different geographical areas to share information and be productive," Marc explains. "That meant uniting our entities' communication approach and integrating email, file-sharing, and video meetings systems via a single platform. To help us achieve this, we decided to partner with Microsoft for our collaboration needs."

## Supporting a Unified Communications Approach

As a first step, Marc Sery and his team rolled out Microsoft Office 365 across the Group. Marc also decided to adopt Microsoft Teams as the Group standard collaborative and video conferencing platform. That



**Industry:** Industrial engineering

**Challenges:** After selecting Microsoft Teams as its chief collaboration platform, Fives had to connect hundreds of standards-based video conferencing room systems to Teams.

It also needed to simplify the video conferencing experience for Fives employees and quickly scale up Teams adoption.

**Solution:** Fives deployed BlueJeans Gateway for Microsoft Teams to seamlessly link its existing conference room systems with Teams.

**Results:** Fives can link its existing meeting room systems to Teams without replacing hardware and adding hardware licences — saving time and money.

Employees can join Teams meetings with the touch of a button, eliminating complexity and creating an environment for productivity to thrive.

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– MARC SERY, CHIEF INFORMATION OFFICER, FIVES

way, he could ensure employees around the globe could experience the power of a unified communications approach.

By mid-2019, the team began creating an adoption plan to help migrate the Group’s employees to Teams. However, they soon realized they had a challenge on their hands. Fives had hundreds of meeting rooms equipped with top-of-the-line video conferencing equipment that Marc didn’t want to replace — but it wasn’t compatible with Teams’ hardware requirements.

### Enabling Cloud Video Interoperability

Marc Sery discovered that BlueJeans’ solution for cloud video interoperability — BlueJeans Gateway for Microsoft Teams — would allow his team to quickly connect legacy standards-based room systems with Teams. That meant he could avoid having to replace equipment, saving Fives significant amounts of money and time. At the same time, BlueJeans Gateway’s integration with Teams and Outlook would make joining meetings a seamless experience for the Group’s employees.

“We already acknowledged BlueJeans’ reliability and performance, so Gateway was the first and only option we looked at here,” says Denise Wong, Digital Workplace Manager at Fives. The Fives Nordon entity in eastern

France was already using a different BlueJeans solution — Rooms as a Service (Raas) with Dolby Voice Room — to upgrade certain meeting rooms with best-in-class hardware and software. Fives Nordon had chosen the subscription model to avoid investing in costly legacy equipment. An all-in-one offering, it was helping the organization acquire devices with the premier sound quality and clarity of BlueJeans and Dolby without expensive capital purchases.

The IT team trialled the adoption of BlueJeans Gateway at the Group’s Paris headquarters and the Fives Nordon site. “That process involved about 1,200 employees,” says Denise. “We found the solution was really simple to deploy and scale — it was up and running in just a couple of days. Based on that success, we rolled Gateway out across the Group and so accelerated our adoption of Microsoft Teams as video conferencing with meeting room systems.”

### Ensuring Seamless Employee Collaboration

The team completed its shift to BlueJeans Gateway just as the COVID-19 pandemic struck and many Fives employees across the world began shifting to remote work. Now, as employees start to return to their offices, they can walk into any conference room and start a Teams meeting with zero hassle thanks to BlueJeans Gateway’s consistent one-touch join experience.

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“When we decided to roll out Microsoft Teams across our organization, the last thing we wanted was to rip and replace our existing conference rooms’ systems,” says Marc. “With BlueJeans Gateway for Microsoft Teams, we’re not only optimizing the ROI on our existing hardware, but we’ve also been able to accelerate our Teams rollout so our people can book conference rooms and join Teams meetings with a single touch.”

Marc’s team is also discovering additional benefits to deploying BlueJeans Gateway. As the solution is a software-as-a-service model, Fives does not need to commit any long-term project management resources or additional infrastructure to ensure successful deployment. The IT team also gets automatic software updates and security patches without manual intervention, so there’s zero downtime.

At the same time, BlueJeans Gateway can interoperate with a huge range of room system configurations. This gives Fives maximum flexibility should it choose to upgrade its hardware in the future. “We’re delighted with Gateway and its capabilities,” says Denise. “It has a vital role to play in helping us seamlessly connect our rooms to Microsoft Teams and so support greater collaboration between our different offices.”

#### ABOUT FIVES GROUP

Fives is a leading industrial engineering group offering innovative solutions and products that boost the performance of major industry leaders worldwide. The machines, process equipment, and production lines it designs and supplies span a wide range of industries: steel, aerospace, special machining, aluminium, automotive, manufacturing, cement, energy, logistics, and glass. Headquartered in Paris, Fives has a network of over 100 operational units in nearly 30 countries.