

Fives Group makes cross-team collaboration easy with BlueJeans Gateway for Microsoft Teams.

Fives Group 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.

Creating a simplified technology stack with BlueJeans by Verizon

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

In 2019, Sery began looking at ways to simplify Fives Group's 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," he explained. "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, Sery and his team rolled out Microsoft® Office 365® across the Fives Group. Sery also decided to adopt Microsoft Teams® as the Fives Group standard collaborative and video conferencing platform. That way he could ensure that employees around the globe could experience the power of a unified communications approach.

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

Enabling cloud video interoperability

Sery discovered that BlueJeans by Verizon's 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 Group significant amounts of money and time. At the same time, BlueJeans Gateway's integration with Teams and Microsoft Outlook® would help make joining meetings a seamless experience for Fives Group employees.

"We already acknowledged BlueJeans' reliability and performance, so Gateway was the first and only option we looked at here," said Denise Wong, Digital Workplace Manager at Fives Group. The Fives Group Nordon entity in eastern France was already using a different BlueJeans by Verizon solution—Rooms-as-a-Service (RaaS) with Dolby Voice Room™—to upgrade certain meeting rooms with best-in-class hardware and software.

Fives Group 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 by Verizon and Dolby Voice without expensive capital purchases.

The IT team trialed the adoption of BlueJeans Gateway at the Fives Group's Paris headquarters and the Fives Group Nordon site. "That process involved about 1,200 employees," said Wong. "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 [BlueJeans] Gateway out across the Fives Group, and so accelerated our adoption of Teams as video conferencing with meeting room systems."

“With BlueJeans Gateway, we’re not only optimizing the ROI on our existing hardware, but we’ve also been able to accelerate our Teams rollout.”

– Marc Sery, Chief Information Officer, Fives Group

Supporting seamless employee collaboration

The team completed its shift to BlueJeans Gateway just as the COVID-19 pandemic struck, and many Fives Group 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.

“When we decided to roll out Microsoft Teams across our organization, the last thing we wanted was to rip and replace our existing conference room systems,” explained Sery. “With BlueJeans Gateway for 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.”

Sery’s team is also discovering additional benefits to deploying BlueJeans Gateway. As the solution is a software-as-a-service model, Fives Group does not need to commit any long-term project management resources or additional infrastructure to help 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 Group maximum flexibility should it choose to upgrade its hardware in the future. “We’re delighted with [BlueJeans] Gateway and its capabilities,” said Wong. “It has a vital role to play in helping us seamlessly connect our rooms to Teams and so support greater collaboration between our different offices.”

About Fives Group

Fives Group 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, aluminum, automotive, manufacturing, cement, energy, logistics and glass. Headquartered in Paris, Fives Group has a network of over 100 operational units in nearly 30 countries.



Industry: Industrial engineering

Challenges:

- After selecting Microsoft Teams as its chief collaboration platform, Fives Group had to connect hundreds of standards-based video conferencing room systems
- It also needed to simplify the video conferencing experience for Fives Group employees and quickly scale up Teams adoption

Solution:

- Fives Group 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 licenses – 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

Learn more:

To find out how BlueJeans solutions can help your organization collaborate and serve customers more efficiently, contact your Verizon Business Account Manager.