

One Connected Workplace for a Leading Indian Insurer

Overview

A leading general insurer in India needed to modernize collaboration across its geographically distributed operations. Employees across corporate offices, regional locations, learning facilities, and critical infrastructure sites relied on video conferencing to connect teams and support day-to-day business activities.

As Microsoft Teams became the organization's primary collaboration platform, the insurer needed to upgrade its existing conferencing environment and create a more consistent experience across locations. The requirement extended beyond meeting-room technology to include centralized administration, service resilience, interoperability, and long-term operational support.

Black Box developed a collaboration modernization program spanning 45 sites and 75+ Microsoft Teams Rooms endpoints, supported by centralized management and a five-year service model. The engagement created a scalable foundation for connecting distributed teams while simplifying the ongoing management and support of the insurer's collaboration environment.

Challenges

The insurer's distributed operating model made consistent collaboration increasingly important. Existing conferencing infrastructure needed to work with Microsoft Teams while continuing to use the organization's established network connectivity and supporting interaction with other meeting platforms.

Business continuity was another priority. Collaboration services needed high availability across the primary data center and disaster recovery environment, with seamless switching capabilities.

The nationwide rollout also required coordinated site readiness, equipment delivery, and alignment between internal teams, technology partners, and service providers.

Beyond implementation, the organization wanted centralized administration, clearly defined incident escalation, and dependable lifecycle support so its internal teams would not have to manage a complex conferencing environment location by location.

AT A GLANCE

CHALLENGES

- Create a consistent collaboration experience across distributed offices
- Integrate existing conferencing infrastructure with Microsoft Teams
- Maintain service availability across primary and recovery environments
- Simplify administration and long-term support across locations

SOLUTIONS

- Microsoft Teams Rooms-based collaboration environment
- Centralized monitoring and endpoint management
- Conferencing, recording, streaming, and multi-platform interoperability
- Five-year managed support with dedicated onsite resources

RESULTS

- Proof of concept validated the proposed collaboration model
- Rollout plan established across 45 sites nationwide
- Solution designed for 75+ Microsoft Teams Rooms endpoints
- Conferencing capacity specified for up to 120 concurrent users

BENEFITS

- More consistent collaboration across distributed teams
- Simplified management of conferencing environments
- Greater resilience across primary and recovery locations
- Long-term operational continuity through lifecycle support



Solutions

Black Box took a consultative approach, aligning the collaboration strategy with the insurer's existing infrastructure, operating requirements, and future needs. A proof of concept was used to validate the proposed model before broader deployment and establish stakeholder confidence in the solution.

The solution centers on Microsoft Teams Rooms, supported by Poly collaboration technology, centralized endpoint management, and conferencing infrastructure designed for up to 120 concurrent users. Recording and live-streaming capabilities were incorporated alongside interoperability with Microsoft Teams, Zoom, and Google's collaboration suite.

Black Box also built service continuity into the engagement through centralized monitoring, device management, structured incident escalation, and a five-year support model. Two dedicated resident engineers provide onsite support from the head office, backed by OEM technical and lifecycle services.

Results

The engagement established a validated collaboration model and a structured deployment plan spanning 45 sites across the insurer's network. The proof of concept helped confirm the proposed architecture, while early involvement from Black Box service teams supported execution planning and coordination across locations.

The solution scope includes 75+ Microsoft Teams Rooms endpoints and conferencing capacity for up to 120 concurrent users, creating a standardized foundation for collaboration across distributed teams.

The five-year service model also establishes defined operational commitments, including dedicated onsite support, OEM-backed services, substitute hardware within 24 hours of a fault report, and full replacement within seven calendar days, helping the insurer plan for long-term service continuity.

Why Black Box?

Black Box combined business requirements consulting, proof-of-concept validation, collaboration technology expertise, nationwide deployment planning, and managed services within one engagement.

By aligning the solution with the insurer's existing environment and involving service teams from the outset, Black Box connected collaboration modernization with the governance and lifecycle support needed for sustained operations.