



Overview

Customer: Fidelis Insurance
Website: <http://fidelisinsurance.com/>
Customer size: 100 employees
Countries: UK, Bermuda
Industry: Insurance

Customer profile

Fidelis Insurance Holdings provide insurance underwriting and reinsurance services.

Business situation

A newly formed company with a requirement to deploy a brand new modern collaboration infrastructure between 2 offices.

Solution

Cisco network, Cisco UCM PBX back bone with Cisco's collaboration portfolio to deliver enterprise UC capability.

Benefits Realized

- Increased end-user productivity.
- Consistent user experience across variety of devices.
- Site Resiliency.
- IM, Audio & Video on any device in any location.
- Service benefits through SIP.
- Increased IT expertise and operational efficiencies.

"Only real collaboration guys like Fuse with in-house system integration, application development and technology skills can design, build and support integrated solutions, understand and articulate the true business benefit and deliver the value of unified communications."

David Redmond, CEO, Fuse

Fidelis Insurance embrace modern collaboration to empower the workforce through integrated communications & efficient business processes.

Fidelis Insurance specialise in insurance for aviation and aerospace, energy, marine, political risk, mergers and acquisitions, political violence, terror and war insurance, property and reinsurance. How? By offering effective, bespoke coverage within specialist lines. By shaping innovative, informed solutions to new insurance challenges. And by always being available, responsive and ready to listen.

Fidelis have offices in London and Bermuda.

Situation

Fidelis formed in early 2015 with an office in Bermuda and a temporary office in London. With sharp growth forecasted for the UK and with a confirmed move into the Leadenhall Building, the company had to act fast to deliver a communications strategy integrated with Bermuda.

Fidelis understood that in the ever changing world of technology in order to stay one step ahead of its competitors they must provide the latest communication platforms that help to empower their workforce through advanced collaboration.

Solution

Given the business critical nature of the PBX the team at Fuse Technologies recommended the core underpinning service to be the Cisco UCM platform (multi-node multi-site). Not only will CUCM provide an industry leading resilient PBX, the integration capabilities allow for rich collaboration possibilities to meet the business goals. For external connectivity fuse added CUBE gateways for SIP services in the UK & ISDN30 in Bermuda.

Leveraging the CUCM PBX was the entire Cisco Collaboration Suite, including:

- Cisco Unity Connection integrated with Office 365 for Voicemail
- Cisco IM & Presence for Jabber
- Cisco Expressway for external connectivity
- WebEx Cloud Services with Cloud Collaboration Meeting Rooms (CMR)
- Cisco SX Series Video Conferencing Systems



Benefits

The main goal for Fidelis was to provide a new, modern telephony estate with an industry leading vendor, with integration capability to empower users and improve efficiencies. This was achieved with great success through the Cisco Collaboration product stack.

The solution has led to greater end-user productivity by ensuring all employees are able to communicate across the organisation, both in London & Bermuda. All users have the ability to make calls, instant message & elevate to video at will, both from the office or remote. Integration with line of business apps allows for click to dial through Jabber or the desk phone.

Through the use of SX80 VC devices and Cisco WebEx with CMR Fidelis are able to host HD video conferencing between offices and externally to clients, all powered through the Cisco WebEx Cloud.

WebEx Services also provide each user with advanced conferencing services, including audio, video, screen and document sharing.

With the introduction of SIP over traditional analogue services Fidelis has benefited from lower operational costs, number flexibility (no longer restricted by area) and cross site resiliency, in turn providing them with full telephony capability in a DR scenario. Further cost savings arrive by leveraging both Bermuda and UK trunks, providing local calls from both regions.

For further details about this case study, please contact:

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