

# PerkinElmer

5000 EMPLOYEES SUCCESSFULLY MAKE THE MOVE TO LYNC



## SITUATION

From critical therapeutic and disease research and prenatal screening, to environmental testing and industrial monitoring, PerkinElmer is actively engaged in improving health and advancing quality and longevity of life all around the world. PerkinElmer has almost 8,000 employees spread across operations in more than 150 countries in the Americas, Europe, Asia and Africa.

PerkinElmer planned to migrate away from Microsoft® Office Live Meeting and roll out Microsoft Lync® Server 2010 throughout the enterprise - with the goal of ushering in a new connected experience transforming every communication into an interaction that is more collaborative, engaging and accessible from anywhere.

Microsoft Lync is a rich client application that provides presence, IM (instant messaging), voice, and ad hoc collaboration and online meeting capabilities through a single interface.

"With our large global workforce, we wanted to ensure that everyone fully understood the capabilities and benefits as we moved over to Lync for unified communications," said Andrew Lancaster, senior IT manager at PerkinElmer's Waltham, Mass., headquarters. "The total number effectively using our previous platform was around 700 people. We wanted to scale past that and get as many as 5,000 of our employees familiar with Lync so they could quickly benefit from how it integrates across the enterprise with Microsoft Exchange 2010 and Microsoft Outlook to enhance their communications worldwide."

PerkinElmer had previously used internal lunch-and-learns, and other on-site and on-demand training on its IT solutions, but required a partner with a deep level of Lync knowledge who could communicate the full value of unified communications to such a large, distributed organization.

## SOLUTION

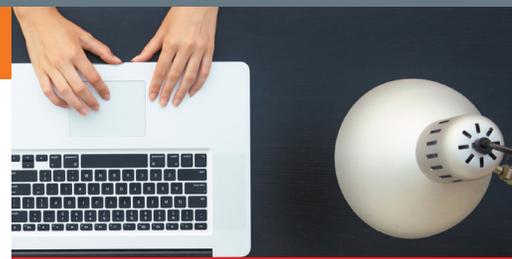
PerkinElmer selected West Unified Communications Services for the training program based on its previous experience with using InterCall for conferencing.

As PerkinElmer rolled out Lync throughout the organization, West UC conducted a readiness assessment to determine the knowledge level of end users, and then designed and promoted web-based and on-demand training that could quickly get PerkinElmer end users around the globe up to speed on how Lync unites voice, IM, audio-, video- and web-conferencing into a richer, more contextual offering. The training covered how a single identity makes it easier and more

HQ: Waltham, Massachusetts

PerkinElmer is a 75-year-old global leader in the scientific community with a rich history of innovation and making life better through major scientific industry-defining strides in human and environmental health.

Solutions: Training & Adoption,  
Professional Services



efficient for users to find contacts anytime, anywhere, on any device with a single user interface for IM, email, presence, voice, video and application sharing. West UC also provided insights on how Lync works with Microsoft Office, enriching the experience of familiar applications like Outlook and Microsoft SharePoint®.

## RESULTS

In a very short time, PerkinElmer reached its goal of having 5,000 employees effectively using Lync for their unified communications needs on a daily basis. Lancaster said he hosts a 50-person meeting with his team across the globe every week where video and audio are streamed without anybody having to dial in.

“We now have broad visibility within our global teams to Microsoft Lync due to the training that everyone received,” Lancaster said. “With the great live, Web-based and on-demand training that West UC provided, we have been able to quickly get people up to speed across the enterprise. For instance, they are already seeing the benefits of having access to real-time presence information - including photos, availability and location - to help them connect more efficiently and effectively.”

PerkinElmer has been able to quickly convert Microsoft Office Live Meeting over to Lync in order to make it easier for team members to connect with each other from various locations and through various communication challenges. And with Lync's enhanced and integrated IM capabilities, PerkinElmer also has been able eliminate the use of unsecured IM applications brought in to the enterprise from outside the firewall.

“The biggest ‘Aha!’ moment for me was after completion of the initial training,” Lancaster said. “The people who participated in the training were so hungry for more information on the benefits of Microsoft Lync that they have continued to take advantage of the online forums that West established.”

Lancaster also credited the West UC training and adoption team for providing service beyond expectations.

“West team members were fantastic,” Lancaster said. “They were so helpful in all facets of the program, from planning to the readiness assessment, through the training itself and then with the online forums for ongoing knowledge transfer to our organization. They set up exactly what I was looking for and reviewed everything with me thoroughly before implementing the program.”