

UC Case Study



Monsanto grows business through unified conferencing and collaboration

Monsanto is a leading global provider of technology-based solutions and agricultural products that improve farm productivity and food quality. They also produce agricultural and vegetable seeds, plant biotechnology traits and crop production chemicals. As a Fortune 500 company based in St. Louis, Mo., Monsanto has more than 21,000 global employees spread out across 404 facilities in 66 countries.

CHALLENGE

As a growing enterprise with more dispersed geographic locations being added all the time, it was clear that Monsanto was in need of a more robust unified conferencing and collaboration solution to bring everyone together. The company didn't want just a simple conferencing tool, but rather they needed a comprehensive solution that would support the use of unified communications across the enterprise in the future.

Monsanto had been doing business with an incumbent Cisco partner that not only had their business for more than five years but also was able to offer Monsanto preferred pricing.

Meetings were arranged between a regional director for Monsanto and the Unified Communications Executive team for West Corporation. The group eventually met with Monsanto's Leadership team in St. Louis to take a deep dive into all West had to offer the global enterprise, including conferencing and collaboration solutions from InterCall and cloud-based enterprise communication solutions from Smoothstone IP Communications, both subsidiaries of West

SOLUTION

Based on conversations with the Monsanto team, it was clear that the company needed InterCall conferencing solutions, as well as Cisco Unified MeetingPlace for collaboration. Monsanto engaged West Corporation for Cisco Unified MeetingPlace, including its licenses and gear, Cisco Services, Migration Services and InterCall conferencing solutions.

Also, because of West's ongoing strategic relationship with Cisco, competitive pricing was acquired for Monsanto and InterCall became the preferred partner for conferencing and services, thus ousting the incumbent partner.

SERVICES DELIVERED:

- Cisco Meeting Place Licenses & Gear
- Cisco Services
- Migration Services
- InterCall Conferencing

WHAT'S NEXT

As of December 2011, InterCall and West IP Communications have delivered the conferencing and collaboration services, allowing Monsanto to begin realizing their benefits across the enterprise. Monsanto has also scheduled the installation for 6,000 Cisco endpoints for 2012, which the West Professional Services team will deliver on.

Monsanto was also impressed with West's ability to deliver hosted enterprise voice services through its subsidiary West IP Communications that seamlessly integrate with their new conferencing and collaboration solutions. Migration to hosted voice, rounding out a unified communications platform, may be in the future for Monsanto.