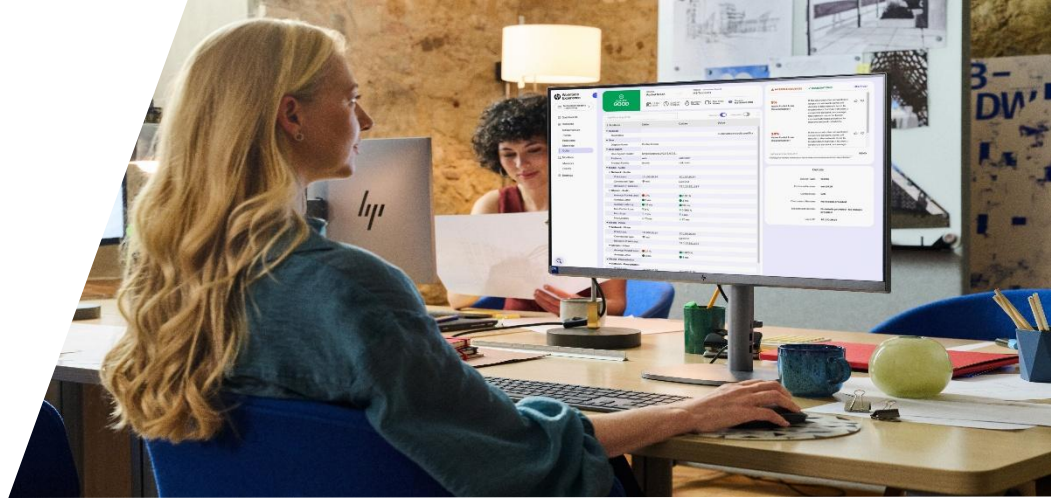




Workforce
Experience



Customer Case Study

Unified Collaboration Insights. One Clear View.

HP WXP Collaboration (formerly Vyopta) unifies analytics across platforms to drive smarter IT and workplace decisions.

Industry

Financial Services

Country

USA

Objectives

- Gain unified visibility across all collaboration platforms
- Improve meeting quality and end-user experience
- Understand room and space utilization trends
- Support hybrid work with real-time insights
- Guide IT & workplace decisions with data

Approach

- Centralized monitoring through HP WXP Collaboration
- Tracked platform usage and meeting behaviors
- Analyzed room utilization to optimize space
- Supported migration with performance insights
- Used analytics to validate hybrid work policies

Business Outcomes

- Unified monitoring of all collaboration platforms and endpoints through a single dashboard
- Identified 30% of conference room meetings were ghost meetings, reclaiming significant room capacity
- Improved IT's ability to troubleshoot issues quickly with full call detail visibility
- Optimized conference room investments and real estate allocation based on actual usage
- Enabled a successful transition to a fully cloud-based UC environment.
- Quantified the impact of the PWP program, improving meeting productizing and hybrid work effectiveness.





Supporting collaboration at scale in a multi-vendor environment

This financial group is a private not-for-profit American organization regulating member brokerage firms and exchange markets. It is dedicated to protecting investors and safeguarding market integrity while facilitating dynamic capital markets. In fact, they oversee 600,000+ brokers across the United States and analyze billions of daily market events.

Back in 2016-2017, this financial organization was heavily invested in Cisco and was experimenting with Zoom for virtual meetings. In the office space, they also utilized Avaya and Cisco phones as well as Cisco endpoints in their conference rooms. With this mixed environment, they needed end user reporting for each collaboration platform to determine what provided the best digital experience for end users. Facilitating around 52 billion transactions each day required and continues to always require high-quality collaboration nationwide.

HP WXP Collaboration (formerly Vyopta) entered the scene in 2016 to support this financial group's demand for utilization reports for its entire UC environment. HP WXP Collaboration revealed to the organization how and when platforms were being used by end users which gave the IT team and leadership a better understanding of the quality of digital collaboration.

5,000+

Employees

3,700+

Locations



Collaboration Environment

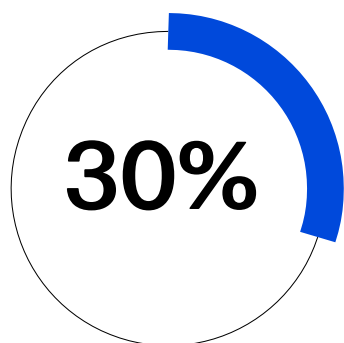
Desktop, mobile clients: Zoom and Microsoft Teams

Personal and Room Endpoint

Systems: 1,220 conference rooms (Zoom, Cisco)

“You need a common tool that can provide analytics across all of your collaboration platforms to help you figure out what's happening now and what you need in the future. That's HP WXP Collaboration.”

Senior Director



of conference room meetings were ghost meetings, immediately reclaimed as usable space

100%

cloud, unified multi-vendor into a single cloud-based collaboration platform



HP WXP Collaboration delivers unified technology and space insights that help organizations optimize meeting experiences and workplace efficiency.

HP WXP Collaboration also showed how rooms were being used (i.e., presentation, large group calls, 1:1s) which helped justify the investments of conference room technology and identify whether further investment was required or if space needed to be reallocated. This organization also used HP WXP Collaboration's reports to learn that 30% of their conference room meetings were ghost meetings (meetings where employees who no longer worked at the company or teams who did not work in the office still had rooms reserved for meetings). This created wasted office space and was quickly remediated.

During the pandemic, this organization became hyper focused on fully supporting remote and hybrid work. This led to the goal and project of having nothing on-premises and making the environment 100% cloud. This included getting rid of all their hard phones and Cisco Meeting Server (CMS) and then giving all end users Zoom Phones instead. A cloud connection between Genesys and Zoom was then added to manage all their call traffic, too. In addition, Microsoft Teams was added to the multi-vendor mix. All throughout this transition, the organization leveraged HP WXP Collaboration (formerly Vyopta) to monitor the transition's progress as well as manage the entire UC environment's quality of performance.

Measuring the impact of purposeful presence

As teams began to return to the office and hybrid meetings occurred, it became apparent that for this organization, meetings were more productive if they were either 100% in person or 100% virtual. They introduced Presence with a Purpose (PWP) in July 2022. PWP encourages teams to hold meetings together in the office if they have a purpose for being there or keep the meetings remote. HP WXP Collaboration's insights into the organization's meeting data helped them quantify the benefit of this program.

Learn more at hp.com/wxpcollab.

Legal Disclaimer:

HP WXP Collaboration Space Insights and WXP Technology Insights support Windows®, Linux® and macOS® host environments and Windows, Linux, macOS, iPad®, Android®, and Chrome OS® end-user devices. For more on the system requirements for accessing HP WXP Collaboration, refer to the [Admin Guides](#) or data sheets: [Technology Insights](#) and [Space Insights](#).

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