

# TEEKAY CASE STUDY



**Customer:** Teekay Shipping Norway AS

**Website:** [www.teekay.com](http://www.teekay.com)

**Location:** North America, EMEA, APAC

**Industry:** Shipping

## Customer Profile:

Teekay is one of the world's largest marine energy transportation, storage and production companies.

## Challenges:

- Effective PBX replacement
- Integration with existing on-premises and cloud-based Skype for Business infrastructure
- Connectivity with legacy PBXs and PSTN

## AudioCodes Solutions:

- **CloudBond™ 365 Standard Edition**

## Benefits:

- All-in-one Skype for Business enterprise voice solution simplifies deployment
- Seamless integration with existing Skype for Business infrastructure create a truly unified communications environment for Teekay employees
- Simple and controlled migration from legacy voice solutions reduces disruption to users
- Built-in user life-cycle management tools simplify administration of the solution

## Teekay

Reliable migration to Microsoft Skype for Business based enterprise voice services

Teekay needed a fully functioning PBX replacement solution based on Skype for Business that would seamlessly integrate with the existing on-premises and cloud-based Skype for Business infrastructure. AudioCodes CloudBond™ 365 Standard Edition all-in-one Skype for Business hybrid voice solution delivered a perfect solution which was implemented on time by AudioCodes expert professional services team.

## Background

Established in 1973, [Teekay](http://www.teekay.com) has developed from a regional shipping company into one of the world's largest marine energy transportation, storage and production companies. Teekay brings energy where it is needed to power the global economy and to improve people's lives.

Teekay has its headquarters in Vancouver, Canada, with other offices all over the globe.



*The company decided the time was ripe for a move towards unified communications as part of an overall digital transformation process*

*CloudBond 365 includes a full Skype for Business implementation integrated with AudioCodes Mediant session border controller (SBC) and dedicated, built-in management tools.*

**CloudBOND™ 365** 

*Teekay were guided expertly throughout the process by AudioCodes technical support team and field engineers*

## Challenges

Teekay's existing telephony solution was based on an outdated Nortel PBX located at various site offices. The company decided the time was ripe for a move towards unified communications (UC) as part of an overall digital transformation process that was being undertaken globally. The productivity and cost benefits of deploying such a solution were obvious and Teekay planned to expand the deployment to all of its offices around the world to offer all its employees an identical communications experience.

## Solution

Since Teekay was already an established customer of Microsoft Office 365 throughout the organization, the decision to adopt Skype for Business as its UC infrastructure was fairly straightforward. Skype for Business ticked all the boxes in terms of UC functionality – instant messaging, collaboration, video and voice conferencing etc. – and it offered the potential for a full PBX replacement solution.

Teekay turned to AudioCodes to provide a suitable on-premises Skype for Business based voice solution. In particular, Teekay selected [AudioCodes CloudBond™ 365 Standard Edition](#), all-in-one voice solution for Skype for Business. CloudBond 365 is a modular, adaptable solution delivering on-premises voice connectivity for data centers, customer premises and branch offices in Skype for Business environments. CloudBond 365 includes a full Skype for Business implementation integrated with AudioCodes Mediant session border controller (SBC) and dedicated, built-in management tools. The Standard Edition is supplied as a fully integrated appliance running on the field-proven Mediant 800 hybrid SBC platform.

One of the main challenges faced by Teekay when deploying its new voice solution was ensuring smooth integration between the existing Skype for Business on-premises deployment already in use, Skype for Business Online, the legacy PBX and CloudBond 365. On the face of it, this would seem to be a highly complex proposition. However, Teekay was guided expertly throughout the process by AudioCodes technical support team and field engineers whose knowledge and vast experience in Skype for Business voice deployment ensured that the deployment was carried out smoothly and on time.



*"AudioCodes' CloudBond 365 solution is unique in offering flexible hybrid voice connectivity for any Skype for Business environment, whether on-premises or in the cloud."*

Darin Bains, CIO at Teekay

## Results

Following the initial deployment, Teekay has expanded its Skype for Business voice network with CloudBond 365 appliances located in Vancouver, Singapore, Glasgow, Stavanger and, in the near future, Manila. The solution ensures reliable voice communications with seamless interconnectivity with Teekay's legacy PBXs (including solutions from Nortel and Avaya) and the local PSTN operators.

Among the benefits delivered by the new solution are:

- All-in-one Skype for Business enterprise voice solution simplifies deployment
- Seamless integration with existing Skype for Business infrastructure creates a truly unified communications environment for Teekay employees
- Simple and controlled migration from legacy voice solutions reduces disruption to users
- Built-in user life-cycle management tools simplify administration of the solution

Darin Bains, CIO at Teekay, is highly satisfied with the solution. "AudioCodes' CloudBond 365 solution is unique in offering flexible hybrid voice connectivity for any Skype for Business environment, whether on-premises or in the cloud," commented Mr Bains.

"AudioCodes excels both in terms of its technical solution and the expertise and level of assistance offered by its engineers," he continued. "We look forward to expanding the solution to our other offices and partnering with AudioCodes when we take on the next challenge of migrating to Microsoft Teams."

**International Headquarters**  
1 Hayarden Street  
Airport City, Lod, 7019900, Israel  
Tel: +972-3-976-4000  
Fax: +972-3-976-4040

**AudioCodes Inc. USA**  
27 World's Fair Drive, Somerset,  
NJ 08873  
Tel: +1-732-469-0880  
Fax: +1-732-469-2298

**[www.audiocodes.com/contact](http://www.audiocodes.com/contact)**  
**[www.audiocodes.com](http://www.audiocodes.com)**

©2018 AudioCodes Ltd. All rights reserved. AudioCodes, AC, HD VoIP, HD VoIP Sounds Better, IPmedia, Mediant, MediaPack, What's Inside Matters, OSN, SmartTAP, User Management Pack, VMAS, VolPerfect, VolPerfectHD, Your Gateway To VoIP, 3GX, VocaNom, AudioCodes One Voice and CloudBond are trademarks or registered trademarks of AudioCodes Limited. All other products or trademarks are property of their respective owners. Product specifications are subject to change without notice.

10/18 V.