



Varex Imaging

The multinational X-ray imaging researcher and manufacturer seeks to move its video bridging to the cloud, and to integrate Skype for Business with Cisco standards-based endpoints.

Customer

Multinational Researcher and developer of X-ray equipment. Headquartered in Utah, with offices in Japan, China, Philippines, Germany, Netherlands and throughout the United States.

Challenge

Varex wanted to reduce costs by moving to the cloud, and to integrate their hybrid deployment of Skype for Business.

Solution

RP1Cloud is the only cloud video provider that offers a solution that fully integrates with Skype for Business in the Cloud.

Result

Varex is set to save over \$600,000 a year by moving their bridging solution to RP1Cloud, and all Skype users can now join meetings with standards-based endpoint without changing their regular workflows.

The Customer

Varex Imaging Corporation is a leading independent supplier of medical X-ray tubes and image processing solutions. From medical imaging, to cargo screening and border security, their components are used by X-ray imaging system manufacturers around the globe to detect, diagnose, and protect.

With Global headquarters in Salt Lake City, Utah, they have offices, R&D sites, and manufacturing centers around the world. Countries in which they operate include Japan, China, the Philippines, Germany, The Netherlands, and throughout the USA.

The Challenge

Prior to moving to RP1Cloud's RealConnect solution, Varex connected their sites with On-Prem Cisco bridges and endpoints in a closed system. The infrastructure and hardware was managed and maintained by a 3rd party at a cost of nearly \$600,000 a year. They used the video services for small and large meetings, town halls and all-hands meetings. For more iterative communication, they used a hybrid deployment of Microsoft Skype for Business.

Varex wanted to find a way to cut costs: managing the system, while it offered a white-glove experience, was adding up. They also wanted to modernize their communication platforms, which meant integrating S4B with their standards-based video infrastructure. They wanted employees to be able to join and share content, whether it was from S4B on their PC, or in a boardroom. It was also important to not disrupt everyday workflows: business could not be interrupted by training on a new solution.

Reliability and the ability to join from any device from any location were also of critical importance.

The Solution

Greg Ballou, Head of IT for Varex, lead an extensive one-year search for, and evaluation of, the major solutions. Zoom, Webex and Blue Jeans were fine options to connect sites around the

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world, but were not able to provide a native integration with Skype for Business that wouldn't disrupt regular workflows.

Ballou reached out to Polycom in his search as well, but their RealConnect solution for RP1Cloud requires an on-prem deployment of Skype. Varex has a hybrid solution – some on-prem, but mostly as part of O365 in the cloud. A former employee of Polycom (now an RP1Cloud partner) knew to recommend RP1Cloud's RealConnect solution: the only native, fully integrated solution that works with hybrid and O365 deployments of Skype.

Result

Varex was able to roll out RP1Cloud over the course of 6 months with minimal disruption, and is now up and running, and fully adopted.

Standards-based endpoint are now easier to use thanks to simplified dial strings and calendaring, and Skype for Business users can connect to those meetings without a single change to the look, feel, or workflow that they're used to.

Trusting the management of the solution to the team at RP1Cloud, and by removing bridging costs, Varex has struck that \$600,000 in solution management OPEX costs each year.

Ballou and team continue to work with RP1Cloud solutions support to further future-proof their solution: with Microsoft phasing S4B out in favour of Teams, it's important to have a roadmap for Teams integration in place. Luckily RP1Cloud is a step ahead of the game, and is nearly ready to roll out the Teams solution.

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“The RP1Cloud team has worked with us every step of the way. They've provided us a solution that satisfied exactly what we were looking for: a way to leverage our Skype deployment in video meetings without changing the way employees operate the platform. I'm looking forward to working with them in the future.”

Greg Ballou

Head of IT, Varex Imaging

RP1Cloud provides the highest quality audio and visuals in video conferencing today. Its virtual bridge provides an optimized meeting place where users can join from any room system, device, or telephone, as well as Skype for Business. With more ways to manage and customize your experience, RP1Cloud is a simple and affordable way to meet face-to-face over distance.

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