Tetra Pak simplifies its phone system with solutions that make provisioning easy for non-engineers.

Tetra Pak®
PROTECTS WHAT'S GOOD

CISCO

ZIRO
MAKE IT HASSLE-FREE

BACKGROUND

Based in Lund, Sweden, and Pully, Switzerland, Tetra Pak is a multinational food packaging and processing company with over 25,000 employees spread across 150 locations worldwide, including 93 sales offices and 53 production plants.

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PROBLEM

Onboarding Cisco users is a long and arduous process that's prone to errors and monopolizes too much of an engineer's time, not to mention having to manage 25,000 employees across 150 locations worldwide.
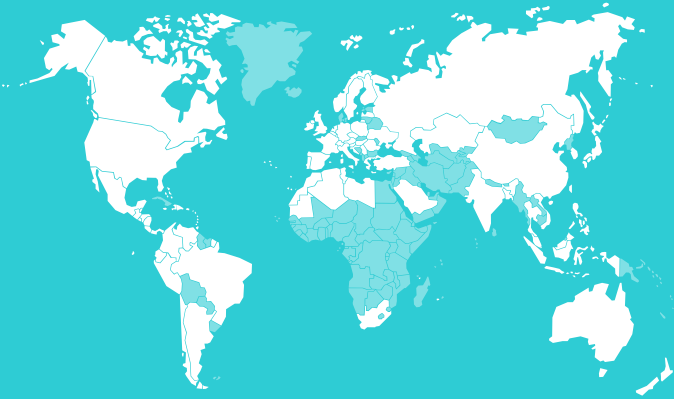
Tetra Pak needed a way to automate the onboarding of users to their phone system, but solutions from competitors left them hanging. After connecting with ZIRO, it became clear that offloading dial plan and device management to non-engineers was the right decision to free up IT to focus on mission-critical projects.

HURDLES AND HASSLES

- Approvals were lengthy and required a sound business case. Vendors also needed to be on a preferred list.

- Training local IT teams on multiple complex Cisco interfaces relied on lengthy and quickly outdated MS Word documents.

- Number availability tracking was maintained manually using spreadsheets, which is error prone and challenging to hand-off to multiple teams.

- CUCM does not provide any flexibility around permissions. Local IT teams only require granular access to their specific location, but CUCM does not allow for this. It's all or nothing.

SOLUTION

ZIRO was able to provide timely advice, demos, testing, and a POC to overcome the challenges. Once approved, ZIRO for Cisco was deployed with overwhelming positive feedback.

Because ZIRO is so easy to use, Tetra Pak was able to offload many provisioning tasks to non-engineers with virtually no downtime.
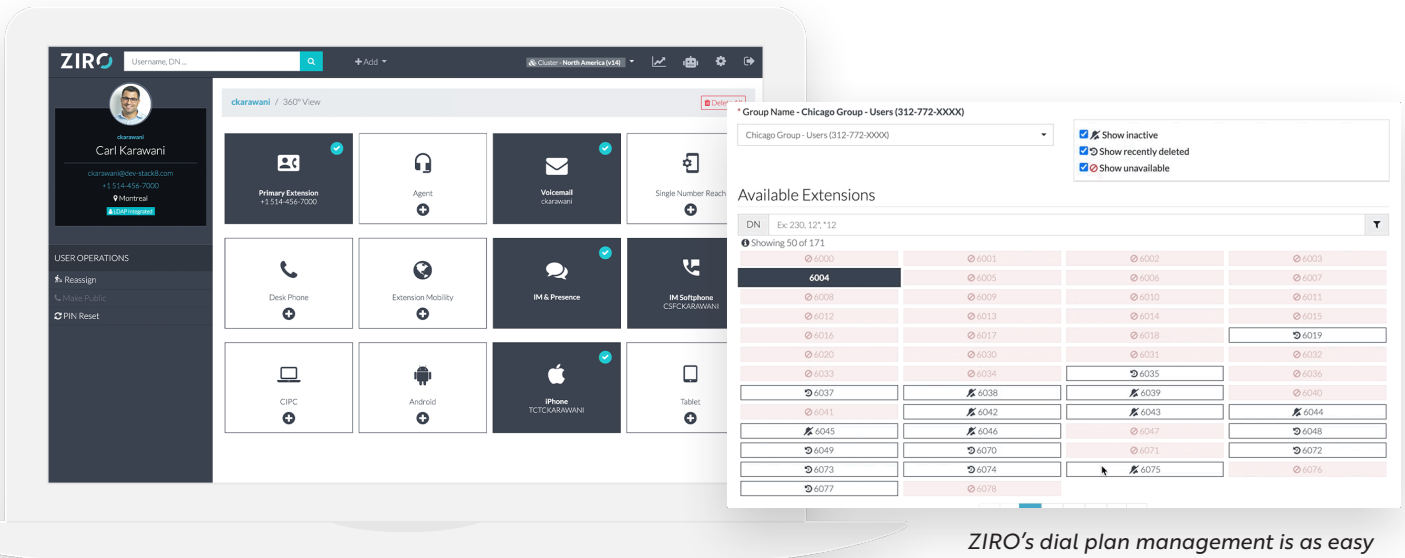
ZIRO's intuitive UI provides a 360° view of your entire Cisco UC environment.

ZIRO's dial plan management is as easy as picking a seat on an airplane.

RESULT

With ZIRO for Cisco, Tetra Pak was able to considerably reduce the time to configure users and dial plans with minimal training and without complicated templates. Offloading routine tasks allowed IT to focus on planning and scaling their automation requirements.

25,000
Employees

150
Locations and Dial Plans

10x
Configuration Time Savings

IMPACT

Freeing up engineers by empowering less technical local IT teams to perform routine MACDs and DIDs with ZIRO's easy-to-use provisioning software, allowed Tetra Pak's engineers to focus on planning and building the right automation solution.

And because Tetra Pak's automation requirements matured over time, a cost-effective and scalable solution was introduced and deployed at the right time to bring consistency to device builds and lessen the burden on their staff without cost overruns and missed deadlines.

HIGHLIGHTS

- UI makes provisioning much easier for non-engineers
- No complicated templates
- User configuration is much more consistent
- Reduced configuration time from 35-40 min to 3-4 min or less
- Training and onboarding is easier and more intuitive
- Automation module scaled as IT scaled
- Clearer and more obvious dial plan optics

"ZIRO understood our business from the start. They took the time to show us how to shift from complexity to simplicity and select a solution that scaled with us."

Roger Källberg, Lead Analyst

Make IT Hassle-Free

ZIRO