



From Thousands of Desk Phones to One Modern Communications Stack

How Motorola Solutions' CIO shattered records with the world's largest pure cloud phone deployment



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TABLE OF CONTENTS

A New Chapter in IT History

The Unknown Costs of Every Call

Embracing the Cloud

Launching a War on Wires

Freedom from Archaic Hardware

Eliminating Administrative Chaos

Cutting Costs and Saving Resources

The Future of Work

"With Dialpad, you don't have to follow your phone system. It follows you."

— Greg Meyers, CIO

Motorola Solutions creates innovative, mission-critical communication solutions and services that help public safety and commercial customers build safer cities and thriving communities.

You can find their products at work in a variety of industries including law enforcement, fire, emergency medical services, national government security, utilities, mining, energy, manufacturing, hospitality, retail, transportation and logistics, education, and public services.

CHALLENGES

14,000 Employees

60 Countries

35 Telephony Vendors

Legacy PBX

Avg. 10 calls per month/per desk phone


A New Chapter in IT History

A beige desk phone tethered to a wall—that's what greeted Greg Meyers on his first day of work at Motorola Solutions. Inside the tech giant's headquarters in Schaumburg, IL, the new CIO picked up the phone and flipped it over to see it was made 15 years ago.

The legacy phone represented an era gone by, a time when people were glued to their desks all day. But now that employees are mobile, their business phones needed to follow suit.

Meyers had been brought in to lead the Fortune 500 company—and its 14,000 global employees—into the 21st century. Part of that meant updating Motorola Solutions' antiquated PBX phone system. The phone was fragmented across a 35-vendor ecosystem, managed alongside platforms like Microsoft Lync and Office 2007. It all had to be modernized.





The Unknown Costs of Every Call

Based on usage rates, Motorola Solutions was paying a shocking \$12 per call.

"We were paying a fortune on phone closets and support," said Meyers.

The company's IT department was managing a total of 35 telephony vendors across 42 countries. To make matters worse, each office was using a different standalone phone system. The costs associated with these fixed lines simply didn't align with the way people were using them.

At headquarters in Schaumburg, 50% of employees were using their desk phones roughly ten times a month. Most conversations were redirected straight to mobile phones that could be taken on-the-go.

Embracing the Cloud

Within three months of joining the company, Meyers signed a deal to migrate 14,000 employees to Google for Work.

With its productivity suite in the cloud, Motorola Solutions' next target was a phone system that could inspire employees of every generation to collaborate.

The key was opening up conversation channels across desktops and mobile devices, so teams would be able to move faster, innovate quicker, and stay connected 24/7.

That's when Google pointed the company to Dialpad, a modern business communications platform deeply integrated with Google for Work.





Launching a War on Wires

The change to both Google for Work and Dialpad went beyond merely implementing those systems. Motorola Solutions also upgraded its local area network and launched a war on wires.

"We disabled Ethernet ports and went 100 percent wireless around the world. We also moved to a single mobile carrier, and turned on wireless hotspots for everyone," said Meyers.

Motorola Solutions recognized that PCs are the lifeblood of its employees, and where most day-to-day work occurs.

Offering tools that only worked at specific locations no longer fit the company's vision—or its culture.



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Our people move around a lot. They're traveling. They aren't just tethered to their offices.

Greg Meyers
CIO at Motorola Solutions

Freedom from Archaic Hardware

In contrast to Motorola Solutions' costly PBX, the company now has a flexible, cloud-based communications platform designed for the modern worker.

Employees can access messaging, video, SMS, presence, and calling—all in one place.

And when a call comes in, Dialpad rings multiple devices—laptop, smartphone, or tablet. Users can also change devices mid-conversation, making it easy to start a conference call at their desk and take it on their commute.

Within the first month of adoption, Motorola Solutions' call volume increased by 10X.



Eliminating Administrative Chaos

To the relief of Motorola Solutions' IT department, setting up a new user on Dialpad now takes five minutes, as opposed to five days.

"Dialpad is integrated with Google for Work, so when employees click a link in the sign up email, they're automatically logged in," explained Aspi Havewala, Director of Digital Innovation at Motorola Solutions.

And because Dialpad is cloud-based, new innovations update automatically.

"The platform's features are constantly evolving. We don't have to plan for anything," said Havewala.

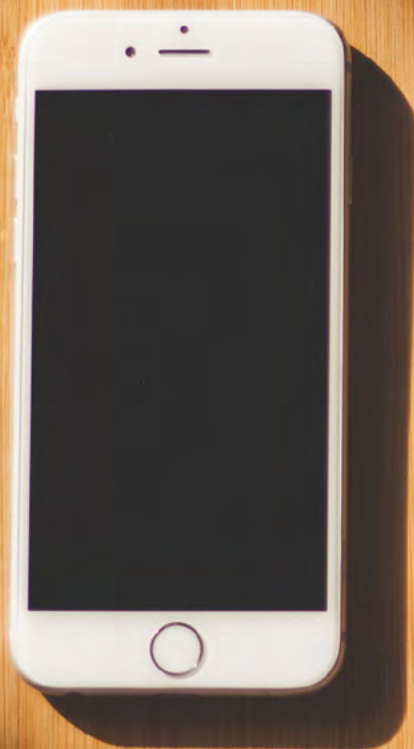




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With Dialpad, it's
simple and seamless
for our employees to
work on-the-go.

Greg Meyers
CIO at Motorola Solutions



Cutting Costs and Saving Resources

In summer 2016, after 50 years in Schaumburg, Motorola Solutions is planning to move its headquarters to Chicago.

But because Dialpad is in the cloud, IT doesn't have to hassle with migrating its phone system.

According to Meyers, the savings from not having to move a PBX (akin to moving a data center) will be well into the seven digits.

"Had we held on to the Centrex system, it would have been an expensive proposition to rebuild all that downtown. With Dialpad, all you need is a good internet connection," said Meyers.

The Future of Work

In 2015, Millennials surpassed Baby Boomers as the largest generation in the U.S. workforce. Many companies are now facing a choice—maintain the status quo of legacy hardware or embrace tools designed for the new digital workplace.

Motorola Solutions chose the path of innovation. Bridging the generational gap meant moving towards cloud-based platforms like Dialpad, built for the needs of always on, 100% mobile employees.

It meant choosing tools that allow Motorola Solutions to connect everyone, from anywhere.

As the way we work changes, forward-thinking CIOs like Meyers are shaping a new wave of modern enterprises.

"Our appetite is to be a technology company, to be a leader, to be an innovator. And to do that, you have to build for the future," said Meyers.



A Mobile-First Digital Workplace

Motorola Solutions has 108 office locations around the world. Eventually, the company plans to roll Dialpad out to all 14,000 employees worldwide.

The portability of a softphone is bringing a big change in productivity to the enterprise.

Before, the desk phone was only available when you were at the office. But now, "You don't have to follow your phone system. It follows you," said Meyers.

That, in turn, is helping employees become more agile, more efficient, and more connected—and bringing Motorola Solutions into the future.

TRY DIALPAD

DEPLOYMENT

Voice & Video
Messaging
Google Integration

RESULTS

System Live in 4 Months
6000 Desk Phones Recycled
Global Deployment Underway
Significant Savings in <6 months



Dialpad™

Dialpad is communications for the modern workplace, delivering an experience that employees and administrators love. Available on any device, anywhere, Dialpad includes voice, video, group messaging, SMS, MMS, mobile VoIP, conferencing, screen sharing, document sharing, and integrations with Microsoft Office 365 and Google Apps for Work. A pure cloud solution, Dialpad enables a new office communications system to be completely up and running in a matter of minutes. [Learn more](#)



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