

Global cable manufacturer modernizes contact center and enables seamless divestiture

Summary

A global cable manufacturer modernized its contact center by moving from legacy systems to a cloud solution delivered by GDT and powered by Cisco. The move allowed the manufacturer to improve uptime, reduce costs, and enable a seamless divestiture while also creating a foundation for future innovation.

The challenge

A global cable manufacturer, undergoing a complex divestiture, needed to modernize its communications environment. This complex transition required scalable, reliable infrastructure to support operations across a distributed, global footprint.

Key challenges included:

- Legacy deployment that was outdated and no longer supported by the manufacturer
- Significant reliability and uptime concerns
- Environment not built to best practices, creating operational risk
- Lack of documentation and visibility into systems, configurations, and dependencies
- Limited internal resources and technical expertise to manage or modernize the environment
- Need to rapidly separate and restructure systems to support multiple new organizations
- Tight timeline driven by divestiture and contract deadlines

Customer overview

Our customer is a global cable manufacturer undergoing a major organizational transformation, including divesting several business units and restructuring the remaining business into multiple independent entities.



The solution: A collaboration and contact center delivered as a managed service by GDT and powered by Cisco

The engagement began with a paid technical assessment, following an initial workshop, to fully evaluate the existing environment, identify risks, and define a clear transformation path. Based on these findings, GDT recommended a cloud-first approach to simplify the environment and support divestiture.

With a highly condensed timeline, the assessment was completed in October 2025, and a full contract was executed by December to align with procurement deadlines and upcoming renewals, thus allowing GDT to execute the migration in alignment with their divestiture contracts and schedule.

Key elements of the solution:

- Migration from legacy systems to cloud-based collaboration and contact center platforms
- Deployment of multiple cloud instances to support newly separated business units
- Managed service model including licensing, migration, and ongoing support
- Consolidated contract with a single monthly bill for all services
- Workforce optimization and quality management capabilities (Cisco/Calabrio)
- Integration between Cisco and Microsoft Teams environments
- Support for both legacy and new environments during transition
- Global deployment supporting distributed users and operations

The approach

Our team partnered closely with the customer to navigate a complex transformation, providing both strategic guidance and hands-on execution. Delivering assessment, migration, and managed services within a unified model enabled the client to reduce the burden to internal teams while also ensuring continuity and stability throughout the transition.

The results

By modernizing its communications environment and moving to the cloud, our customer was able to establish a scalable foundation to support divestiture while improving operational performance and reducing risk.

Key results include:

- Reduced overall communications costs
- Increased uptime and platform availability
- Simplified management through a unified, cloud-based environment
- Enabled seamless separation into multiple business units without rebuilding infrastructure
- Reduced cost and complexity associated with divestiture activities
- Established a foundation for AI, automation, and virtual agent capabilities

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