

Industrial garage door manufacturer transforms collaboration and communications in just five months

Summary

A leading garage doors and access solutions provider transformed its collaboration environment by moving from a fragmented, on-premises system to a unified, cloud-delivered GDT solution powered by Cisco. In just five months, the organization improved reliability, reduced operational costs, and created a scalable foundation to support growth, acquisitions, and future innovation.

The challenge

As the organization expanded through acquisitions, its legacy on-premises collaboration and contact center environment struggled to keep pace. Increasing complexity, inconsistent experiences, and reliability issues began to impact both employee productivity and customer interactions. At the same time, aging infrastructure and the need for a costly refresh pushed the business to consider a more scalable, future-ready approach.

Key challenges included:

- Frequent downtime impacting operations and customer service
- Inconsistent user experiences across locations and teams
- Complex, fragmented systems that were difficult to manage
- Slow and inefficient onboarding of newly acquired businesses
- Call recording failures of 50–60%, creating compliance risks and revenue loss

Customer overview

Our customer is a leading manufacturer and service provider of residential and commercial garage door systems, supporting customers nationwide through a network of 120+ locations.

With approximately 2,500 employees and a 200+ agent contact center, the company is in a continuous growth cycle, regularly acquiring and integrating new businesses to expand its footprint and service capabilities.



The solution: Webex Suite+ Webex Contact Center as a Cisco-powered, GDT-delivered managed service

GDT delivered a managed collaboration solution powered by Cisco, built on the Webex Suite+ Webex Contact Center. Rather than a simple migration, GDT took full ownership of the outcome, managing both the legacy on-premises environment and the new cloud platform throughout the transition.

Key elements of our solution:

- Cloud migration to Webex Suite+ Webex Contact Center
- A fully managed service model, including licensing, support, and operations
- 24/7 support across both legacy and cloud environments during migration
- A single, unified platform for calling, meetings, messaging, and contact center
- Use of existing Cisco investments, reducing cost and migration risk

The approach

By embedding services, licensing, and support into a single contract, GDT aligned its success with the customer's outcomes and accelerated time to value. The faster the transition to cloud, the greater the efficiency for both parties. This created a shared incentive to execute quickly and effectively.

The results

Transitioning to a fully managed, cloud-delivered collaboration platform allowed the organization to rapidly modernize its communications environment while minimizing disruption to the business. This resulted in a faster, more reliable, and scalable foundation that supports both day-to-day operations and long-term growth. By creating a consistent, intuitive employee experience alongside a more reliable customer experience, the company has been able to resolve revenue leakage concerns and deliver increased excellence in service, which protects the bottom line. The implementation contributed to our customer being recognized with a Webex Luminary Award.

Our solution enabled:

- Full migration completed in just 5 months across 120+ locations
- 2,500 employees and 200+ contact center agents unified on a single platform
- ~20% overall cost savings over a 5-year contract
- 80% improvement in call recording and quality capture rates
- 30% faster onboarding of new locations and acquisitions
- Significant improvements in system reliability and uptime

Managed collaboration services

GDT's managed collaboration services provide a fully integrated approach to modernizing enterprise communications, bringing calling, meetings, messaging, and contact center capabilities into a single, cloud-delivered platform. By managing the entire collaboration lifecycle, from migration through ongoing operations, GDT helps organizations reduce complexity, improve reliability, and deliver a consistent user experience across all locations.

This outcome-driven model enables businesses to scale more efficiently, onboard new users and locations faster, and shift from reactive support to proactive optimization — all within a predictable cost structure.

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