

UniCredit Group



Focus Group is a strategic key partner to UniCredit, implementing Cisco's unified communication (UC) infrastructure and providing 24/7 support to the business.

Number of users: 85,000+

The project

UniCredit is a pan-European commercial banking and financial services company, operating in 18 countries and employing more than 147,000 employees.

UniCredit prides itself on operational excellence, so the decision was taken to upgrade to a Cisco Unified Communication (UC) infrastructure in a bid to achieve smarter connectivity to further boost productivity and rich collaboration. Key to the project, which took place at UniCredit's London HQ, was maintaining business continuity and compliance during the upgrade.

The solution

The solution incorporated:

- Cisco LAN & Data Centre

UFocus transitioned the firm's legacy voice technology to Cisco's UC offering, delivering an immersive telepresence, while the network architecture evolved to support growth in traffic. The new UC was seamlessly integrated into the bank's systems and voice recording to ensure full compliance.

A triple-screened Cisco Telepresence solution was also implemented, featuring high-definition cameras. The system supports up to five simultaneous streams and allows three video and two content sources to be seen in crystal clear HD quality.

The result

UniCredit has reported a dramatic reduction in time and travel costs as the new infrastructure has enhanced the way its personnel, customers and partners collaborate, facilitating faster decision-making and engagement.

"Knowledgeable, prompt to respond and passionate about what they do, we've come to depend on Focus Group to enable and support the innovative connectivity our operations depend upon."



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