

# Customer Success Stories

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Increasing business productivity



Cobweb's passion is helping our customers achieve their business goals.

Our approach is based on developing a deep understanding of our customers businesses and their objectives. We support business transformation and enable their success through the deployment and adoption of appropriate IT solutions, using our 20+ years of cloud expertise and experience.

Microsoft Teams and the new Business Voice capabilities allow any business to enable a truly collaborative teamwork experience, regardless of where employees are based and which device they are working from.

Now more than ever customers need to be able to provide their employees with the right tools to be able to work from home and to stay productive. We are proud to share the stories of some of the customers we have helped transform the way they work with Microsoft 365 and Teams.



Michael Frisby, Managing Director

# Rubie's Masquerade's story

## Background

Rubie's was founded in the US, in New York, in 1951, as a local business, growing to become provider of costumes, props and accessories to the film industry. Opening in 1996, the UK business - now headquartered at Wallingford in Oxfordshire - supplies party-industry costumes and accessories. With customers including Hamley's, Sainsbury's and Tesco, Rubie's Masquerade is now the largest manufacturer and distributor of fancy dress costumes and accessories globally.

Rubie's Masquerade in the UK has been a Cobweb customer since February 2015. A Hosted Exchange customer originally, the company moved to Microsoft Office 365 in late 2017. In 2019, the company was invited to participate in Microsoft's Business Voice TAP (Technology Adoption Programme).

## The Transformation

Following their experience on the TAP Rubie's Masquerade have started a global roll out of Teams. In the UK, Rubie's Masquerade have rolled out Microsoft 365 Business Voice (with calling plan), replacing a range of legacy solutions which included Skype for Business.

Rubie's have a skilled IT Team who have found the tools in Business Voice easy to use. They have been able to migrate to Business Voice without requiring professional services safe in the knowledge that the Cobweb support team are available 24\*7.



“We signed up to the Voice TAP and as soon as we were on board (which was a very easy process) we started making calls using Teams and the Business Voice with Calling Plan. It has been very easy to implement and test, and having used Teams in a trial environment with very good results.”

- Mark Doughty, IT Manager, Rubie's Masquerade



# Oyster Yachts' story

## Background

Oyster Yachts, a British brand of luxury cruising and sailing yachts, enjoys a reputation for their quality and design. They are famed for developing the original Deck Saloon sailing yacht concept in 1980, which is now a proven design used across 35 Oyster models and more than 750 luxury sailing yachts.

Oyster have been working with Cobweb Solutions for more than four years and is part of a growing number of customers that are serviced by a partnership Cobweb created with long standing re-seller QGate. This partnership, 'The365Crowd', brings together a closer working relationship between partners to deliver additional expertise in various Microsoft technologies, including Dynamics 365.



O Y S T E R

## The Transformation

On November 5th 2019, Oyster Yachts attended Cobweb's Microsoft 365 Business Voice launch event at Williams F1. They had been using Office 365 for over a year and had started to adopt Microsoft Teams for internal use across a small number of users. During a review with their Cobweb Account Manager, it became clear that there was an opportunity for Business Voice.

With their PBX system reaching end of life, Oyster Yachts were still tied into a long-term contract for their SIP trunks. Cobweb proposed a Business Voice solution (without calling plan) that connected to Call2Teams for Trunks. This solution lit up calling in Teams whilst still leveraging their SIP Trunks and existing call plans.

The roll out included Cobweb Professional Services and the solution is now being used widely across their business. It has provided Oyster Yachts with a unified communication platform, so all users are able to securely and effectively work at full capacity from home.



## Polar Capital's story

### Background

Polar Capital is a specialist, investment-led, active fund management company. Since it was founded in 2001, it has grown steadily and currently has 12 autonomous investment teams managing specialist, active, and capacity constrained portfolios. Polar Capital is principally located in London and maintains offices in Connecticut, Jersey, Edinburgh, Shanghai, Paris, Madrid, and Frankfurt.

With the help and guidance of Cobweb Professional Services, Polar Capital has migrated to Office 365 implementing Exchange, and Mobile Device Management through Microsoft Intune. Polar Capital is committed to Microsoft Cloud Technologies, and other projects include leveraging the Power Platform for several internal projects and business workflows.

### The Transformation

Microsoft Teams was implemented company-wide however adoption was initially slow due to the need for an industry-compliant call recording solution. The addition of Business Voice to Teams has closed the loop and made Teams an essential tool for every user. Polar Capital work in a regulated industry and the option for Business Voice without Calling Plan and Call2Teams meaning that they could retain their compliant call recording solution whilst collaborating and calling in Teams.



*“Working with a partner like Cobweb is key to our operation here at Polar Capital. The deep technical expertise and guidance that Cobweb provides enables us to keep ahead of the curve on the latest technologies, alongside allowing our users to optimise and maximise technology to best of its capability.”*

- Mike Catlin, CTO, Polar Capital

# Southampton FC's story

## Background

Southampton Football Club (SFC) is a professional association club which plays in the Premier League – the top tier of English football.

The recent deployment of Business Voice was a “game changer” for this long- term Cobweb customer, according to James Grove, Head of IT at SFC. In recent years Cobweb has helped SFC move from on-premise and hosted email solutions into a full Microsoft 365 based solution, that includes Power BI and enhanced levels of security.

James continued “I feel confident that you have the best interests of our business in mind” and “Cobweb stands out as a unique partner for us, one we can really trust.”



## The Transformation

As with many sporting clubs the impact of the COVID-19 virus has been extensive for SFC, and the need to adapt quickly was vital to minimise the disruption and to allow staff to carry on working. After reviewing different options, SFC decided to deploy Microsoft 365 Business Voice which had already been in trial before the virus outbreak hit. With Cobweb, the deployment of Business Voice was achieved within 24 hours and is a solution that they intend to keep for the foreseeable future.

Their experience with Business Voice and the findings of a Teamwork assessment prioritised the transformation of their meeting rooms from both a software and hardware perspective to Teams. They currently hold meetings with the training staff (based in the training ground facilities) through a mobile phone on speaker in the middle of the table, giving them very limited communications and no visibility of the actual training. As soon as lockdown ends, Cobweb will be working with SFC to roll out a meeting room solution across the club.

## Let the cloud work for you.

Call us now to find out how Cobweb can help your business become more agile, productive and mobile.

Contact us

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