

Imagine if
we could
get back to
face to face
conversations.



Customer Stories



Headquarters

Roubaix, France
(2000 employees
worldwide)



Industry

Cloud computing,
web hosting and ISP



Location

(Global) Europe, Africa,
Asia, North America



OVH group

Solutions

- 540 DX70
- 45 DX80
- 34 MX200G2
- 2 MX300G2
- 1 MX700 2CAM
- 1 MX800 2CAM
- Jabber
- WebEx



This kind of technology is a must have. To share the passion!

Laurent Allard

Vice-Chairman of the Board of Directors
OVH



OVH

Just 20 minutes from Lille, the capital of the Hauts-de-France region in northern France lies the industrial town of Roubaix. Once a centre of textiles, Roubaix has seen many changes. Classic tree lined French boulevards merge with early 19th century industry that merge with gothic and baroque style shops, cafes and residential areas.

In search for a new identity, Roubaix has become a natural home for emerging businesses. Namely, the digital industry.

No better example of this is OVH. A digital cloud and web hosting business that wouldn't look out of place in California's Silicon Valley.

In keeping with its surroundings, OVH gives little away as you approach its entrance. The only clue as to what lies beyond is in its signage - "OVH. Innovation is Freedom." But once inside, you are transported to an environment that could easily be the inspiration for a book titled *The Workplace Of The Future*.

It's quite extraordinary. Wherever you turn, there is a surprise. The brilliantly designed and free company canteen



with its sea containers for private dining/meeting rooms, small tucked away corners with hanging Rattan Chairs, walls that light up only when you walk by, and switch off, as though a trailing wake. There's a full size basketball court and gymnasium, air hockey tables, a piano, crèche and oh, so much more.

This isn't just a business, this is a business that understands people and the very human need to be stimulated in order to flourish. And flourish OVH does. So much so, it has doubled in size in just two years and is projected to grow 30% year on year.



A very human challenge



OVH's current global customer base stands at 1.2 million users. However, this is a business on the move. With such vertical growth projections and indelible culture, they don't see expansion as just a 'nice problem to have'. They see it as even more reason to sustain their high levels of proficiency, effectiveness and customer care. With the business potentially doubling in size and reach in the next two to three years, the pressures are very firmly on recruitment.

Therefore, flexibility to hire the best from anywhere in the world is an imperative, not a barrier. But not at the expense of their very 'human' culture.

A tough brief for HR.





Breaking down global barriers



The big question is how does someone who is (for example) on the other side of the world, join your team and feel a part of it?

When you are a technology business like OVH, it's no surprise that the answer to breaking down such barriers is in the very medium you operate within. So OVH started to research the market.

As they suspected, texting tools just didn't work. They never knew when someone had received a message, when they'd read it or when they would respond. They also tried various video systems but in almost all cases, the user experience was so poor people were reluctant to use them.

Ultimately, there was no sense of togetherness. The 'human' experience was lost.



How can we have culture if it is not live?

Laurent Allard

Vice-Chairman of the Board of Directors

OVH



Bringing people together



Walk through the OVH offices in Roubaix and you'll only see half the team. The other half are on-screen, through Cisco's DX video endpoints. In fact, invariably there are four or five people on-screen, linked through a unique Cisco DX screen and camera technology. All working on the same projects and all working as though they are next to one another.

The distances between each team member no longer matter and there is no technical lag as they are all live or as they say 'always on.' They start work together and they finish work together. They share screens and can talk via headsets, adding more people to the conversation when necessary and sharing content. They can even customise their on-screen layout. Ultimately, this is a place where they not only share their work but they share their lives.

Amusingly, when it's lunchtime, post-it notes are often stuck to their screen saying 'Out to lunch' for all to see.

This is not video, this is presence.

From an efficiency and wellbeing perspective, productivity and spirits have visibly increased; 73%¹ of meetings are faster and with better results, and 94%² of users agree that Cisco DX actively contributes to business growth. Such facts are backed by hard data, but you need only walk through OVH to experience it.

'Innovation is freedom.' They're not wrong.

1. ZK Research
2. Wainhouse



Added to this, installation times are almost incidental – 10 minutes for software and five minutes for hardware, the cost of which are minimal.

For greater resilience, the digital infrastructure is split between Europe and North America with transatlantic synchronization.

OVH has 19 offices worldwide, across four continents. The interconnectivity of which couldn't be stronger; As well as Cisco DX, each site is equipped with Cisco Jabber – an instant messaging, desktop sharing, conferencing and presence application.

There are also 12 conference bridges enabling up to 52 simultaneous meetings that allow teams to share documents and log all conversations for later reference.

Now you might think that such an upgrade would create enormous disruption to OVH and its customers. But this couldn't be further from the truth. The upgraded network seamlessly integrated between old and new, allowing business to continue as normal.

As it says on the entrance to OVH – 'Innovation is freedom.' They're not wrong.



Innovation truly is freedom

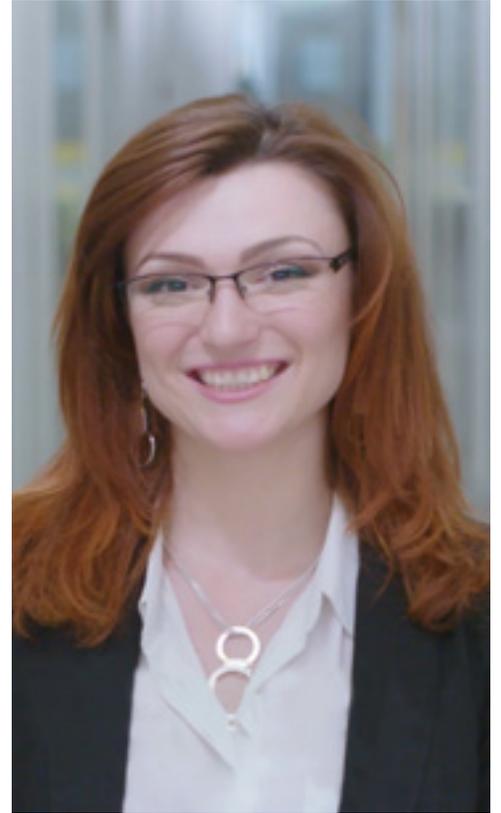
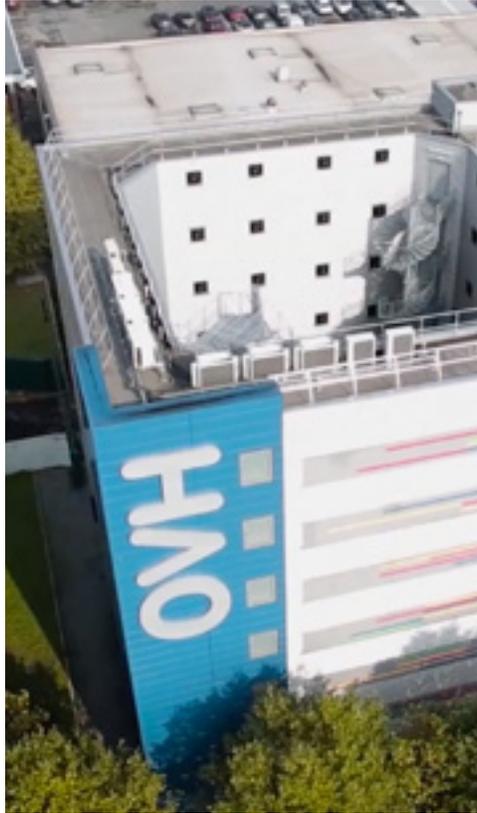


OVH's dream is to reach people and places where ideas grow and develop, without geographical boundaries. Where people share the same passion, the same DNA, the same mind-sets and the same culture.

Though in truth, for OVH this is not so much a dream but a reality.



OVH



For more information

Cisco Customer Stories
www.cisco.com/go/customerstories

Products & Services

Cisco DX, Jabber, WebEx

Video

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