



Client story

Modernizing financial services collaboration

Consolidating legacy tools into one secure governed platform for AI-enabled work

30+
countries

4,300+
meeting rooms

80,000+
end-user
devices

21,000+
employees
participating in
live training

Client overview

- Leading global financial services organization
- Global operations with strict regulatory and compliance requirements

Objectives

- Replace legacy collaboration tools with Microsoft Teams
- Standardize collaboration and meeting room experiences globally
- Consolidate security, compliance, retention, and governance onto one platform
- Drive user adoption at enterprise scale through structured change management
- Create a foundation for Microsoft Copilot and AI-enabled meeting capabilities

Why Unisys?

- Engaged by Microsoft due to our existing relationship with the firm and credibility as a service provider
- Microsoft Solutions Partner for Modern Work and Security, with technical expertise in Microsoft Teams, meeting-room migrations, and governance
- Proven ability to execute complex programs in regulated environments and drive adoption at a global scale

Solution

Unisys communication and collaboration solutions

- Standardize collaboration by transforming legacy tools to Microsoft Teams and Teams Rooms
- Apply Microsoft Intune and Entra ID for device security, compliance, and identity management
- Manage architecture, migration, governance, and service readiness as one coordinated program
- Deliver enterprise program management and **organizational change management**

Results and benefits

- Completed global migration to a single governed Microsoft Teams platform with minimal business disruption
- Standardized collaboration across countries, devices, and meeting spaces
- Strengthened security, compliance, and operational control
- Prepared employees and support teams for adoption, training 80,000 end-users across 14 countries
- Created a scalable foundation for Microsoft Copilot and AI-enabled meeting experiences

Setting a new standard for global teamwork

A leading global financial services organization needed to modernize a complex collaboration environment that relied on four legacy collaboration platforms for meetings, audio conferencing, messaging, calling, and meeting rooms.

Running multiple platforms in a highly regulated environment added security, compliance, and governance complexity. The organization wanted one secure collaboration experience and a foundation for Microsoft Copilot and AI-enabled meetings.

A partner built for scale

Replacing a collaboration ecosystem at this scale required technical depth and program delivery discipline. Unisys brought both.

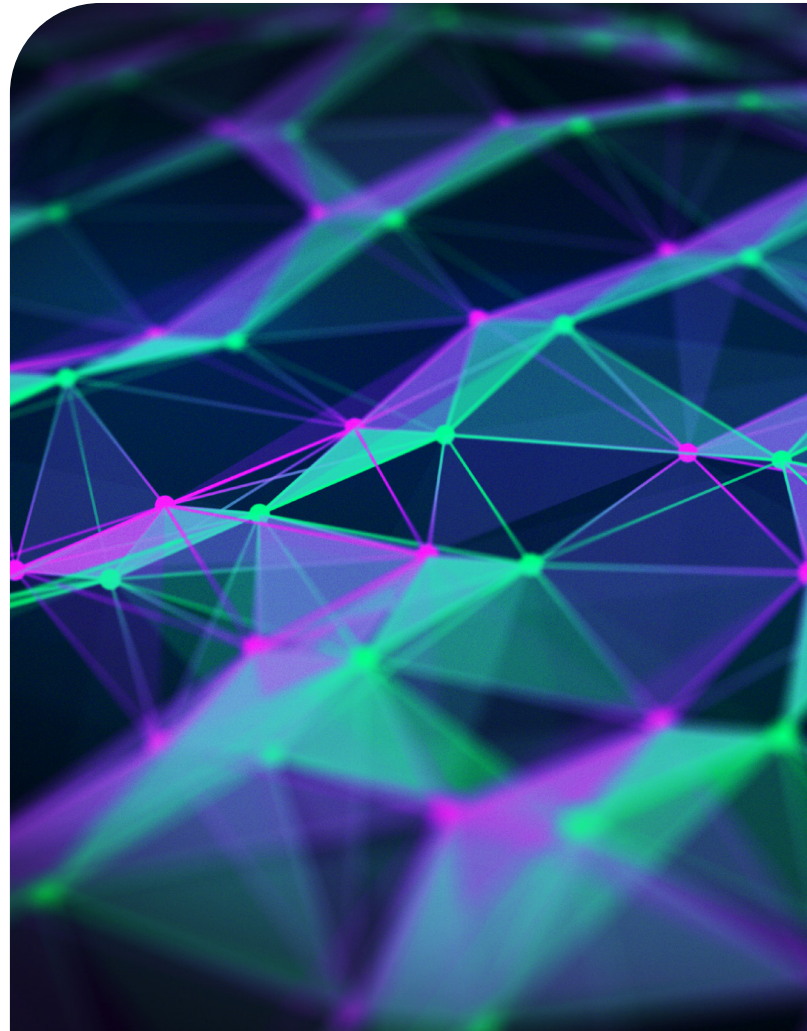
As a Microsoft Solutions Partner for Modern Work and Security, Unisys has expertise across Microsoft Teams architecture, meeting room migration, and enterprise governance, combined with service readiness and change management in one coordinated program.

Equally important was Unisys' organizational change management expertise. Communications, training, champion networks, and adoption tracking gave thousands of users the confidence to work effectively from the moment they moved to a new platform.



Unisys has demonstrated what it means to deliver a Microsoft Teams environment at enterprise scale — technically sound, thoughtfully managed, and built for how people work.”

Ramon Infante
Principal Program Manager, Microsoft





Building the foundation for global collaboration

Unisys designed and delivered the migration in structured phases, establishing governance frameworks, risk management processes, and regional coordination models before a single user moved to Teams. A 60-room pilot established a repeatable onboarding model for the global room portfolio before broader rollout began.

The technical scope was substantial. Through [communication and collaboration solutions](#), Unisys standardized collaboration by migrating legacy meetings, audio conferencing, and meeting room environments to Microsoft Teams and Teams Rooms across 4,300+ rooms. Cloud Video Interop ensured rooms with non-certified legacy devices stayed operational without requiring a full hardware replacement. Microsoft Intune and Entra ID provided device security, compliance, and identity management across the environment.

Change management advanced alongside technical delivery. Stakeholder and persona mapping shaped communications and training, while champion networks extended support across regions. Instructor-led training reached more than 21,000 employees in 14 countries, and service desk teams were prepared to support employees as they moved to Teams.

The nine-month transformation began with a soft launch across multiple countries in a live environment. Unisys provided on-site advisory support alongside the customer and Microsoft, helping assess readiness, provide real-time guidance, and capture lessons for subsequent phases.

Stronger operations under one platform

Unisys completed the global migration with minimal business disruption, establishing a single governed Microsoft Teams platform for meetings, audio conferencing, messaging, calling, meeting rooms, support, and governance.

Standardized collaboration now spans countries, devices, and meeting spaces, with stronger security, compliance, visibility, and operational control. Employees and support teams are prepared for sustained adoption, and the organization has a scalable foundation for Microsoft Copilot and AI-enabled meeting experiences.

With that foundation in place, the organization can focus on what matters most: serving millions of clients with the trust and precision they expect.

To learn how Unisys can help your organization modernize collaboration at enterprise scale, [visit us online](#) or [contact us today](#).



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