

# Overview

This customer's industry-changing technology has transformed the travel industry with modern and feature-rich products.

Defining the next generation of travel requires innovation and collaboration, which can only be achieved with next generation instant messaging capabilities between teams, a business objective successfully achieved in August 2022 by migrating from RingCentral to Zoom Chat, centralizing all collaborative needs of the organization within the Zoom eco-system & unlocking business efficiencies.

## Results

- 1000+ channels migrated, alongside with their user accounts & chats history
- **Successfully migrated in 5 weeks**

## Technical Value

Accelerating digital transformation by deploying Zoom collaborative solutions across the entire company and ensure seamless adoption by migrating users & historical channels/chats from RingCentral to Zoom.

Considering the technical differences between RingCentral and Zoom, identifying APIs/connectors limitations and engineering solutions to those technical roadblocks, allowed for a successful migration in three phases:

1. Users migration
2. Channels migration
3. Chats migration

## Business Value

The customer was convinced of the need to move their instant collaboration solution to Zoom since 2019. With the COVID-19 pandemic disrupting the entire travel industry, They acted on its digital transformation roadmap with the help of Zoom specialists, who aligned the strategic business needs of them to a state of the art unified collaboration solution and a "Lift and improve" migration strategy, successfully achieved in August 2022.

## Key Deal Contact

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