

TOYOTA

“Project Overview”

TOYOTA

VICTORIA, AUSTRALIA

After over 50 years operating in Australia, Toyota has grown to be one of Australia's leading automotive companies. In the 2015 calendar year, Toyota was the top selling brand for the thirteenth year in a row with a market share of 17.8 per cent..

“Toyota has operated in Australia since 1958. We're primarily a manufacturing and distribution company. We have 3,900 employees that are spread out over six sites,” said Kane Collins, End User Support and Services Manager, Toyota Australia.

Toyota's biggest Australian sites are Corporate Headquarters in Port Melbourne, Victoria, a Manufacturing Plant in Altona, Victoria and Sales and Marketing Operations in Woolooware Bay, NSW.

“IComm was there from the start and there until the end. I think the technology together with IComm's strong project team and Toyota's change and communication team was a recipe for success. I would definitely recommend IComm.”

Kane Collins

Manager, End User Support and Services
Information Systems Division
TOYOTA

Toyota Australia embraces new way of working with global colleagues

CASE STUDY

THE CHALLENGE

Out with the old

The previous technology infrastructure for Toyota Australia's offices were deployed independently and at different times, meaning there was a lack of system consistency across the organisation nationally.

"We had quite a disparate IT environment with a Polycom 42 end point Video conferencing solution, Mail and IM solution delivered by Lotus Notes, Sharepoint for document sharing and a hybrid NEC PABX environment, together delivering a mixed bag of collaboration tools across all sites," explained Kane.

This meant that Toyota as an organisation didn't have access to integrated technology that allowed them to connect with each other easily. And this situation was only more of a challenge on a global level when communication was necessary across borders.

Kellie Logan, Corporate Property & Asset Protection Manager, Toyota Australia, outlines some of the challenges for Toyota staff: "Some of the challenges with the older technology was availability and reliability. This was particularly the case with some of our video conference networks as they were not very reliable and it was difficult to book these facilities at short notice."

THE SOLUTION

One global collaboration tool

Toyota's goals in implementing a new communications system were focused on collaboration, communication and increasing innovation. This fitted well with Toyota's global work program, Work Style Innovation.

"Work Style Innovation came about following some global crises, such as the Global Financial Crisis and the Tsunamis in Japan," said Kane. "These events taught us that as an organisation that we didn't have the tools to collaborate and connect at the level that was required in the times we needed to most."

The Work Style Innovation program led to Toyota deciding that all arms of the organisation should use the same technology. The company-wide technology chosen was Microsoft Suite and Lync (which has now been upgraded to Skype for Business) as the communication and collaboration tool."

Lync's (now Skype for Business) offerings

From instant messenger (IM), online audio and video calls, online meetings and document sharing, Lync offers all business communications needs in one easy-to-use app.

Lync integrates with all Microsoft programs so users can communicate or collaborate from the program or document they are working on. In any Microsoft program currently open on the user's computer screen, they can see all contacts who are connected to the Lync app and what their availability is should they wish to IM, voice or video call, or host an online meeting with them. If a user is working in a Word, Excel or PowerPoint document, they can immediately start meetings from the document and present their work. Users can also schedule meetings and see IM history in Outlook, which gives them insight into all modes of business communications in one interface. And for people in a hurry, it makes adding contacts, and organising and recording meetings very simple.

This ease of communication with others inside and outside a business, no matter what program is currently open or being worked on means a user's efficiency and productivity can be significantly increased. It also means employees don't have to skip between the Lync app, Outlook or phone to communicate or check the last contact made with people.

Most importantly, Office 365 integrates Lync in a way that delivers enterprise-grade security, compliance and control for workplace IT.

THE BENEFITS & RESULTS

Toyota staff included from anywhere, anytime

Lync has been very successful in helping Toyota connect their Australian sites, enabling staff to communicate more easily through Instant Messenger, share Microsoft documents for collaborative work, to check their presence to see if someone is available for a call or to collaborate, and to be able to chat using video for face-to-face meetings wherever the staff member is located.

"Lync has improved our day-to-day activities, and it has increased our productivity and efficiency as a team," said Kellie.

"It has also helped with team morale, by being able to actually see and communicate with people in an effective and efficient manner. Lync has been able to achieve better results for our team."

Stuart Callaghan, Account Director, IComm highlighted that Lync made staff feel more included in the Toyota company as a whole, on both a national and global level.

"Lync ushered in a whole new way of working for Toyota staff," Stuart said. "Staff are not tied to their desks and can use the technology at work, from home, from another office, while travelling, while on the road."

Recipe for success

As a business, Toyota is committed to change management and innovation; organisational goals that IComm has a track record of supporting through advanced technology deployments. To help familiarise Toyota staff with the new technology, employees were invited to either a briefing session, a training session or both, which were run by IComm. During the sessions they learnt what the technology was going to offer them and how to use hardware, like headsets, to make calls.

"The sessions got staff really excited about the new technology being rolled out," explained Stuart. "They also ensured that when staff arrived on the day Lync was deployed, they were ready to get started."

Having the technical depth of knowledge, experience and ability to support them throughout the lifecycle of the project were key factors for Toyota in choosing IComm as their partner for this project.

"IComm was there from the start and there until the end," said Kane. "I think the technology together with IComm's very strong project team and Toyota's change and communication team was a recipe for success. I would definitely recommend IComm."