**Customer**
Berry Global

**Website**
www.berryglobal.com

**Location**
Evansville, Indiana, USA

**Industry**
Manufacturing

## Customer Profile

Berry Global is a Fortune 500 global manufacturer of plastic packaging and engineered products, with more than 34,000 employees at over 200 locations worldwide.

## Objectives:

- Deploy certified Microsoft Teams Rooms (MTR) devices to ensure seamless communications and true meeting equity

- Ensure scalability, ease of support and cost-effectiveness, while minimizing overall deployment and maintenance efforts

- Enhance hybrid meeting collaboration and productivity across the company

## AudioCodes Solutions

- AudioCodes Intelligent Meeting Room
- AudioCodes Meeting Insights

## Benefits:

- Standardized MTR infrastructure improves communication quality and ensures meeting equity and an excellent hybrid meeting experience across all locations

- Flexible and straightforward installation enabled quick deployment in both small and large meeting spaces

- Significantly boosted meeting productivity with automated AI-generated summaries and action item tracking

# Berry Global

Transforming meetings with certified Microsoft Teams Rooms solutions and AI-powered productivity

## Executive Summary

Berry Global turned to AudioCodes to modernize its meeting spaces and improve productivity, efficiency and meeting equity across its global workforce. The company deployed AudioCodes' **certified Microsoft Teams Rooms devices** to ensure an enhanced meeting experience and improve collaboration. In addition, Berry implemented **Meeting Insights,** AudioCodes' intelligent, AI-powered meeting solution, to transform the way the company approaches meetings, tackling the prevalent issue of meeting fatigue and maximizing productivity.



## Background

Berry Global Inc is a Fortune 500 global manufacturer of innovative plastic packaging and engineered products created to serve customers of all sizes around the world. With its headquarters in Evansville, IN, Berry operates at over 200 locations worldwide with more than 34,000 employees.

For more information, visit the Berry Global website:
https://www.berryglobal.com

## Objectives

Berry Global turned its attention to finding a reliable and scalable Microsoft Teams Rooms (MTR) solution to make meetings more effective and productive.

Having migrated its voice infrastructure to a consolidated calling and contact center solution for Microsoft Teams with AudioCodes, Berry Global turned its attention to finding a reliable and scalable Microsoft Teams Rooms (MTR) solution to make meetings more effective and productive.

Berry Global's existing MTR setup was limited in scope and costly to maintain, and supporting this infrastructure with a small internal IT team added to the complexity. As a result, flexibility, ease of support and cost-effectiveness were top priorities for the company when evaluating new solutions. The company needed a provider capable of delivering high-quality audio and video performance for meeting spaces of all sizes while minimizing deployment and maintenance efforts.

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Additionally, Berry Global was looking for an AI-driven meeting productivity tool to generate automated summaries and insights that would unlock the full potential of hidden knowledge derived from work meetings. This solution would empower management with actionable insights, enhancing their decision-making capabilities and organizational oversight. Additionally, it would help employees stay aligned even when unable to attend meetings in real-time, while providing an easily searchable meeting repository to store and retrieve organizational information for business intelligence purposes.

## Solution

AudioCodes' commitment to innovation, flexibility and seamless deployment aligned perfectly with Berry Global's requirements.

Following the successful adoption of AudioCodes Live for Microsoft Teams, the Voca Conversational Interaction Center and the One Voice Operations Center (OVOC) management solution, AudioCodes was the natural choice to help Berry Global enhance its users' meeting experience. Furthermore, AudioCodes' commitment to innovation, flexibility and seamless deployment aligned perfectly with Berry Global's requirements. The chosen solution consisted of two key elements:

- **AudioCodes Intelligent Meeting Room Solutions**

- **AudioCodes Meeting Insights**

A key benefit of choosing AudioCodes was the unified support and billing structure through Berry Global's Managed Services contract. This provided a single point of contact for technical assistance and streamlined the overall management of Microsoft Teams Rooms solutions.

## AudioCodes Intelligent Meeting Room Solutions

Berry Global implemented a complete portfolio of AudioCodes' Android-based, certified Intelligent Meeting Room solutions to deliver an enhanced hybrid meeting experience for all participants, whether they were located on-site or remotely. Among the AudioCodes' Intelligent Meeting Room devices deployed by Berry were:

- RX200 Android Intelligent AV Hub
- RX-PAD touch-screen meeting room controller
- High quality video cameras, including the center-of-room RXVCam360 and dual-lens, edge-of-room RXVCam70
- RX-PANEL touch-screen room scheduler
- RXV81 all-in-one video and audio collaboration bar

The ease of installation was a major advantage. Each device was designed for simple setup with a QR code-guided quick start process. The separation of compute, camera and audio components enabled flexible deployment across various room sizes. Once connected to the local network, the devices automatically detected each other, ensuring fast pairing and reducing IT overhead. Berry's IT team could carry out device configuration and updates remotely using Berry Global's existing AudioCodes One Voice Operations Center (OVOC) management solution.

## AudioCodes Meeting Insights

To further optimize collaboration, Berry Global deployed AudioCodes Meeting Insights, an AI-powered tool designed to accelerate business productivity and enable better organizational decision-making. Meeting Insights enabled Berry Global to effortlessly capture, analyze and organize all Microsoft Teams meetings and facilitated easy information sharing across the organization.

The company selected the Pro version, which leverages Microsoft Power BI for usage analytics, allowing IT teams to monitor adoption and reassign licenses as needed. This ensured that only employees actively using the tool were allocated resources, maximizing cost efficiency.

# Results

Berry Global's transition to AudioCodes' Microsoft Teams Rooms solutions marked a significant step in its digital transformation strategy. By standardizing its meeting room infrastructure, the company improved meeting equity, ensuring that employees across different locations had access to consistently high video and audio quality across all meeting spaces.

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The introduction of AudioCodes Meeting Insights has transformed how Berry Global employees engage with meetings.

*"AudioCodes offered an incredibly broad MTR device portfolio covering all room sizes that ensures meeting equity and an enhanced hybrid meeting experience for all participants wherever they are located.*

*With its very user-friendly interface and searchable central repository of meeting content, Meeting Insights is helping us to transform meetings into valuable resources for organizational productivity and decision making."*

**Robert Kuper,**
Manager of Unified Communications at Berry Global

With the ability to install MTR solutions in virtually any space, Berry Global expanded its MTR footprint significantly, supporting rooms of all sizes from small rooms up to large conference spaces with ease. The flexibility of installation and ease of management of AudioCodes' Android-based solutions meant that Berry's IT teams could deploy and monitor systems quickly and efficiently.

The introduction of AudioCodes Meeting Insights has transformed how Berry Global employees engage with meetings. Double-booked employees no longer miss critical information, as they can quickly review AI-generated summaries and track action items. This has enhanced collaboration and ensured that key discussions drive meaningful outcomes.

Thanks to Meeting Insights, Berry Global's meetings have become a strategic asset, fostering a more informed and collaborative work environment. The solution has addressed the challenges of meeting fatigue and productivity, maximizing return on investment in terms of time and resources. The success of the implementation showcases how Meeting Insights empowers management teams and accelerates efficiency and informed decision-making across the organization.

"AudioCodes stood out for its combination of advanced features, ease of deployment and cost-effectiveness compared to other providers," said Robert Kuper, Manager of Unified Communications at Berry Global. "AudioCodes offered an incredibly broad MTR device portfolio covering all room sizes that ensures meeting equity and an enhanced hybrid meeting experience for all participants wherever they are located."

Commenting on the impact that Meeting Insights has had on Berry Global, Kuper added: "I highly recommend Meeting Insights for organizations seeking AI-generated meeting summaries. With its very user-friendly interface and searchable central repository of meeting content, Meeting Insights is helping us to transform meetings into valuable resources for organizational productivity and decision making."

**audiocodes**