

If you're questioning how to modernize your communications,

# Cloud Voice is always the answer

Whether you're adapting to new, flexible ways of working, looking to reduce costs, or needing to standardize and improve your collaboration toolset, our Cloud Voice solution puts you on the right path to modern communications. Our cloud-native communications services can cover all your voice and customer experience requirements, allowing you to focus on your core business priorities.



Check out these example scenarios showing how adding a robust cloud voice solution to Microsoft Teams, Webex or other platforms can lead to communications success.



Scenario 1

## Tech/Smart

A technical services company with 1,200 workers across multiple global locations



### Current collaboration situation

Many of Tech/Smart's employees are road warriors who travelled often pre-pandemic. Most employees relied on their mobile devices for communication whether on the road or while working from home during 2020.



### Collaboration goal

Though offices are beginning to reopen and travel is likely to resume, many employees will continue to work remotely. Tech/Smart management wants to ensure a **consistent, secure experience for all employees**, whether they work from home, in their local office, or are on the road.



### Primary benefit of moving to Cloud Voice

Tech/Smart will discover that Cloud Voice is the simplest way to ensure consistent collaboration across devices and locations **for remote workers and/or a dispersed workforce**. Cloud communications allow for calling, chat, video conferencing and more, which helps foster relationships and makes staying in touch easy. Users will be provided a local phone number in 30+ countries, can be reached at the same number anywhere in the world, and even have access emergency services support (E911).



### Additional benefits

Tech/Smart's new cloud voice system allows users to walk into any office location and have the same collaboration experience, resulting in **less frustration and faster connection**. Management will find that international calling plans will eliminate the need to reimburse international calls made on users' mobile devices, reducing telephony costs drastically.



Scenario 2

## BlueSpoke Legal

A corporate law firm with 2,000 employees



### Current collaboration situation

BlueSpoke Legal is a law firm where employees have traditional multi-line desk phones. During the pandemic employees used whatever tools they could find to get the job done. Between calls on their mobile devices, Zoom video conferences and Skype calls, communication has been disjointed at best.



### Collaboration goal

Though initially resistant to changing their ways, BlueSpoke has finally embraced modern collaboration tools and appreciates their flexibility. IT staff and management are enthusiastic about the change, but realize it's vital to **standardize the firm's solution set** with a comprehensive set of secure, reliable tools.



### Primary benefit of moving to Cloud Voice

Integrating Cloud Voice into a comprehensive unified communications solution such as Microsoft Teams or Webex is BlueSpoke's best option as these tools offer **calling, video conferencing, collaboration, file storage and call recording capabilities in a single license**. Best of all, these solutions offer enterprise-grade security and compliance, as well as up-time guarantees unmatched by most single-solution providers.



### Additional benefits

BlueSpoke's users are not tech-savvy, so reducing the number of collaboration apps will mean less user frustration. Management will likely find they're paying for many duplicate services, such as conferencing systems, file-sharing services, calling options and more. A secure, slim technology stack will **save their IT team significant time** providing basic tech support.



Scenario 3

## Contact Insurance

An automotive, home and life insurance company with 7,500 corporate workers



### Current collaboration situation

All Contact Insurance employees have a multi-line desk phone to speak with agents and customers. Their onsite PBX solution is a business critical component given they have several hundred call center workers who answer client and claims calls around the clock.



### Collaboration goal

Contact Insurance realizes their existing tech is fairly limited. They need to find a new, cost-effective telephony solution that allows them to provide **great multi-channel customer service**, even during times of heavy inbound call volume.



### Primary benefit of moving to Cloud Voice

Contact Insurance needs to live up to their name by being easy to contact. Today's customers want to connect via the web, text, apps and social media, in addition to the phone. **A Cloud Voice solution with a robust Cloud Contact Center** will manage and intelligently route calls with clients from initial contact to final resolution across the entire enterprise. Resolving customer issues the first time they reach out is essential for connecting with modern customers.



### Additional benefits

Contact Insurance's Cloud Voice and Cloud Contact Center solution is managed by in-house IT teams and easily scales as needed, via a simple interface. Better yet, offering users **different ways to connect with Contact Insurance** will undoubtedly **improve efficiency and reduce call times** - critical when facing increased call volume after a weather event, for example.



Scenario 4

## Orament Bank

Has 40,000 employees at corporate offices and nationwide bank branches



### Current collaboration situation

Orament Bank is the result of several mergers; every location has a different phone system and existing systems are costly to maintain. Most locations are run by a small staff with no onsite IT support so repairs and outages are a significant problem.



### Collaboration goal

Orament is looking for an alternate telephony solution that will **modernize their communications while significantly reduces complexity and simplify upgrades**. The time and money spent by their IT team traveling to patch multiple aging systems is not sustainable.



### Primary benefit of moving to Cloud Voice

Orament Bank needs to **replace their out-dated equipment and disparate telephony with a cloud voice solution**. All Orament locations will have the same technology, standardizing the calling experience and making it easy to connect to other locations. Their new Cloud Voice system can be easily managed by Orament's corporate IT team, and issues at satellite locations can be resolved without the need to travel.



### Additional benefits

Orament Bank will save considerable money by jettisoning their legacy PBX equipment and subsequent upfront costs for servers, phones, upgrades and implementation fees. The simplicity will continue even after roll-out: Orament can **push upgrades out remotely**, meaning each location is always up-to-date with the new technology and features.

Whether your company has already begun to transform your enterprise telephony or you're just getting started, we can help. Learn more about our cloud voice expertise [here](#) or [contact us](#) today to speak with a solutions consultant.