

# Customer story

INDUSTRY:

ENTERTAINMENT



## HIGHLIGHTS

Entertained at higher level with Viva Meet for Global Communication

### CLIENT

A globally acclaimed entertainment company headquartered in Chennai, renowned for its innovative contributions to the entertainment industry and its extensive reach across diverse audiences.

### REQUIREMENT

The company offers the world's best VFX services to producers, directors, ad agencies, and studios.

- After the pandemic, many employees moved to the hybrid work model.
- The organisation was looking for a dedicated voice-calling platform to tackle the high cost of International Calls for their hybrid employees.

### CHALLENGE

The existing PRI line connected to their terminated PRI circuit on their IP-PBX enables common 23-B channels on a single connection with provisioning on up to 30 simultaneous calls.

The company must provide round-the-clock assistance to clients from around the world, but face the following challenges;

- The high cost of the PRI line is a concern for the business.
- Inter-branch communication.
- The cost of international calls.
- Limited concurrent calls.
- Unreliable Internet connection.

[CLICK FOR PRODUCT INFO](#)

[MORE INFO](#)

## SOLUTION

### [ Viva Meet - Cloud Telephony App ]

To address this complex requirement and challenge, Viva provided an ideal solution for the client.

The proposed solution included the following components:

- Viva Meet (Cloud Telephony): The client was offered global calling plans with Viva Meet, a complete Cloud Calling solution with a dedicated voice calling platform.
- Viva Meet also provided seamless integration with existing business systems, ensuring smooth call management and enhanced collaboration across teams.

Features & Benefits:

- Unique caller ID numbers for specific departments.
- Competitive international calling rates.
- A dashboard for centralized monitoring.
- Integration of applications and call recording.