

# Customer story

INDUSTRY:

FOOD



## HIGHLIGHTS

Unified Communication Suite with Viva Meet for effective calling and optimal recruitment

### CLIENT

A globally renowned restaurant chain celebrated for its exceptional guest experiences, operating an extensive network of 500 retail outlets across India, and setting benchmarks in the dining industry.

### REQUIREMENT

The company serves delicious meals to a large number of guests every day.

The company was trying to administer a hundred on-prem phone systems running its telecommunication on a standard landline and a legacy PBX.

They were looking for the following requirements;

- More Upgrade Options.
- A single, integrated solution.
- Gradually move to a Cloud strategy.

### CHALLENGE

The company has on-premise Phone Systems at every restaurant, but a poor experience overall.

- They could not pivot (centralised system) efficiently.
- Automation took months.
- Difficulties in replacement parts of PBX Systems.
- High Support & Maintenance costs.

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**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: A Unified Communication Solution was offered through Viva Meet to maintain the Voice system from a centralised location.
- The solution enabled the support team to help guests connect with live agents as quickly as possible.

Some additional benefits from Viva Meet included:

- Saving Money on Telephony.
- Centralized & Unified voice system.
- Reporting & Analytics.
- 24/7 Technical support.