

Customer story

INDUSTRY:

FOOD



HIGHLIGHTS

Hassle free domestic calling with extension-based dedicated virtual numbers using Viva Meet for the Food industry

CLIENT

A well-established food machinery manufacturer headquartered in Coimbatore, operating since 1997, recognised for its innovative solutions and industry expertise.

REQUIREMENT

The company headquarters has a complete PBX physical phone infrastructure for communications via a PRI connection.

- They have recently inaugurated a new distribution warehouse in the semi-urban area of Madurai to cover the deep TN south region.
- However, their physical phone system utilisation would be less at their Madurai location than at the central location.
- The company wanted a reliable Cloud calling solution that should provide a significant benefit in managing its employees whenever they were engaged in remote and hybrid working.

CHALLENGE

The procurement, Production, Warehouse, and Sales & Product Development teams are the company's major functional areas.

Since they currently have 50+ employees working at their Madurai site, 30% of them are on a hybrid working model.

The company wanted to switch to Cloud cloud-based calling to overcome its problems with malfunctioning hardware, limited scalability, and inefficient calling at its central location.

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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 - Cloud Telephony: Viva provided Viva Meet calling solution, allowing the organisation to use the cutting-edge VoIP calling infrastructure by installing multiple-end softphones (on laptops and smartphones) and Web-RTC via application options for voice calling.
 - There was no need for physical equipment, including servers and phone connections.
 - The Viva Meet works with a laptop or mobile phone and a standard physical phone system.
- The benefits of the solutions were:
- Extension-based dedicated virtual numbers.
 - A tailored domestic calling plan.
 - Scalable and secure.
 - A dashboard for central monitoring.
 - 24/7 technical help.