

Customer story

INDUSTRY:

IT



HIGHLIGHTS

Connectivity beyond boundaries- Viva Meet for Home, Office and Remote Locations

CLIENT

An emerging IT company specialising in innovative technology solutions and digital transformation services.

REQUIREMENT

The organisation prioritises seamless global communication to maintain efficient collaboration and client engagement.

- Over 300 senior officers engage in global communication daily to support business operations and client interactions.
- They relied on platforms like Zoom and other real-time engagement tools for seamless virtual meetings and collaboration.

CHALLENGE

The organisation faced communication challenges due to limited accessibility for clients not using Zoom.

They required a dedicated phone number for clients and customers to reach them easily.

Additionally, the company sought a cost-effective telephony service to support both domestic (India) and international calling needs, catering to employees working remotely as well as those based in the office.

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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 is a Cloud Telephony Platform that can be used seamlessly from anywhere across the globe – Home, Office, and Remote locations.
- Onboarded all users in Viva Meet with endpoints like Digital Softphone/Mobile App/WebRTC for making and receiving calls.
- Viva Meet plans start from Rs. 799/- fitting well within their budget.
- Viva Meet has a wide range of PBX features (Call barging/ Call Forwarding/ Call Recording) available as part of the service for users to access.
- As per DoT/TRAI guidelines, VIVA will deliver Domestic (India calling) service and international calling services separately from two different delivery infrastructures.