

# Customer story

## HIGHLIGHTS

Microsoft Teams Upgraded with VoIP- Viva's Teams Connect for International and Domestic IT Calling



## CLIENT

A well-established Information Technology services company with over 20 years of industry experience, headquartered in Pune, India, and renowned for delivering innovative and reliable IT solutions.

## REQUIREMENT

The company offers Enterprise IT services and required a Robotic Process Automation solution to meet customer expectations.

- The organisation has a global delivery team and business development centre in Pune to service its international customers.
- They already have a PRI line for Domestic calling at the Head office, and use MS Teams extensively for global internal communications.
- The company was looking for a supportive voice calling system from the service provider only.

## CHALLENGE

The company is a Microsoft gold partner and uses most of its applications. It already employs a PRI/GSM line with few domestic users for the central hub.

Their existing infrastructure relies on different communication platforms. Present issues include:

- No App-based calling.
- Unmanaged subscription expenses for the various platforms.
- Voice infrastructure is inefficient.
- No international outgoing calling plan.
- Pre-existing, unmanaged telephony.

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## SOLUTION

### [ Microsoft Teams Telephony(VTC) ]

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

The proposed solution included the following components:

- Cloud-Based Telephony Integration: Microsoft Teams Telephony was provided, offering advanced telephony features through a cloud platform.
  - Global Calling with Direct Routing: Enabled Microsoft Teams users to make and receive calls worldwide, including connections outside the Teams ecosystem.
- Additional benefits along with the solution included;
- Dedicated virtual number with monitoring dashboard.
  - Domestic & Global calling Plans.
  - App-based calling.
  - Cloud-based PBX features.