navitend

CASE STUDY

LOGISTICS & DISTRIBUTION

# Unified Communications as a Service (UCaaS)

Food Importer

## The challenge

A food importer headquartered on the East Coast of the U.S., with offices across the country including the West Coast, needed to upgrade their telephone system. Each office had its own phones, so calling a colleague across the country meant dialing an outside number, and there was no easy way to see whether someone was available. As the company grew, the old system was holding back the way people worked together.

## navitend's role

navitend introduced them to a unified communications as a service (UCaaS) platform. We reviewed how each office used the phones, planned the move to the new platform, transferred their phone numbers, set up extension dialing between the offices, and configured the presence, instant messaging and mobile apps. We trained staff in each location so the new tools were part of the daily routine from the first day.

## The result

Today this company operates offices across the country as one team, with extension dialing and unified communications. Employees can easily find, connect and communicate with each other in real time using presence, instant messaging and voice. With these internet-based tools, users have the same experience at the desk and on mobile, keeping work moving effortlessly. Adding a new office or employee is now a configuration change rather than a phone system project.

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## Talk to a person, not a ticket

Tell us what's going on. We'll listen, ask good questions, and give you informed and experienced guidance.

Book a Call

Call 877.448.0070

www.navitend.com