

HongKong based international conglomerate adapts Microsoft Teams Cloud Telephony for seamless global collaboration.

Post-pandemic, as most of the workforce started working from home, the initial challenge customer faced was to keep up with their customer enquiries received through landline calls in their workspace. Being an existing user of Microsoft Teams, the customer could not utilize the full potential of Teams. With the integration of Teams and Telephony, Customer achieved seamless cloud connectivity across the entire organization for their employees as well to collaborate efficiently with individuals both inside and outside the organization.

Customer Profile

Country: UAE

Industry: Offshore Marine services

Country: 2000+ Employees

A multi-national and diversified conglomerate from in Hong Kong, with diversified interests in five operating divisions: Property, Aviation, Beverages, Marine Services and Trading & Industrial.

Software and Services

Microsoft Teams-
Professional Services.
Certified SBC

"Now we can open a new office anywhere in the world in days, not months, and one person can manage the entire infrastructure from anywhere,"

- Manager, IT infrastructure,
Offshore Marine Services Provider

Being a conglomerate in the global markets, the company is always looking forward for better ways of doing things. When it came to overcome the communication challenges faced by the staff, Cloud telephony seemed a viable option for them.

Realizing the need for Cloud

Post-pandemic, as most of the workforce started working from home, the initial challenge the customer faced was to keep up with their customer enquiries received through landline calls in their workspace. Being an existing user of Microsoft Teams, the customer could not utilize the full potential of Teams.. Their existing PBX system was based on subscription and was accountable for substantial bills despite unsatisfactory services.. Furthermore, it was difficult to manage the system administration and raised tickets were left unattended for days.

Experiencing the Cloud

In July 2020 the company moved to Microsoft Cloud telephony services. With Microsoft services and a Microsoft Certified SBC, they could easily manage the system administration and support tickets were acknowledged faster. The SBC enabled the workforce to connect their Teams with desk phones for an uninterrupted communication regardless of the geographical location of the workforce. The customer could now make the most of Teams. The outcome is the integration of the company's global operations, with all users able to connect with Teams from anywhere in the world, making communication and collaboration seamless while freeing employees to work from anywhere. For a company that works 24/7 across time zones, the productivity and efficiency increases are significant, with time and cost savings to match.