

DAMOVO



Unifying communications for a large retailer





Change Driver

A large German fashion retailer needed to enhance its technology to make the most of hybrid working.

Their aging system was no longer supported by the manufacturer – and their business delivery model had changed in response to the pandemic.

Their challenges included:

- Home-working employees could no longer use the company's telephone terminals
- Centralised call forwarding to employee landlines and mobile phones was placing a heavy load on trunk lines
- Home workers' personal phone numbers were being displayed on outgoing calls

The company asked us to help them establish a modern and sustainable communication system that would:

- Boost collaboration
- Speed up connections
- Professionalize their hybrid working approach





Damovo Approach

Damovo listened to what the client wanted to achieve – and then set about finding the most streamlined, holistic solution that included:

- Telephony
- Contact centre functionality
- The cloud

The company had already moved to Microsoft Teams for internal calls and collaboration. We built a proof of concept for telephony that integrated with the existing Teams set-up. We then tested it with a group of super-users before we rolled it out.

Some team members opted to use Yealink phones, while others used the soft client and headsets.

Furthermore, an on-premise AudioCodes session border controller enabled Microsoft Direct Routing, which provides the connection between the PSTN and the MS Teams Cloud.

The result was seamless connectivity.



Customer Value

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How the **IT team** benefits

The IT team now only has to manage one system for collaboration and internal and external telephony.

This frees them up to be involved in other projects.

How the **company** benefits

Employees can offer the same experience, whether they're working from home or the office.

Now only business extension numbers are visible and communicated, which conveys greater professionalism.

How the **employees** benefit

There is now a clear separation of work and personal phone lines.

With the majority of employees using the soft client, there is no difference in logging in to work from home or the office.

Microsoft Teams provides an intuitive interface for telephony and collaboration, that makes work easier.

It also displays presence status whether people are working from home or in the office, and external phone calls are also taken into account.