



Industrial company improves business outcomes with advanced Zoom Phone analytics.



For over 100 years, **Western Steel** has been meeting the industrial demands for their growing community in Colorado Springs. When they transferred their calling environment to Zoom Phone, they needed better insights into their call data and turned to Variphy Call Analytics for Zoom Phone.

Deployment: 50 Users

The Challenge

After using RingCentral, they made the move to Zoom Phone. The transition to Zoom Phone was smooth. However, they soon realized they needed more reporting capabilities and detailed dashboards to track key performance indicators.

Why Western Steel Buildings Chose Variphy for Call Analytics

After days of searching and comparing products, they came across Variphy. Our dashboards, widgets, and reporting features were exactly what they were looking for to address their needs. They had a great experience with our sales representative, and our account manager helped them get up and running quickly.

"Within the first week of using Variphy, I was able to get my upper management team the data they needed. This was priceless to our organization and created growth and training opportunities previously unseen due to a lack of data."

— IT Manager, Western Steel Buildings

How Western Steel Uses Our Advanced Zoom Phone Analytics Solution

With Variphy, they were able to forecast, track metrics, build meaningful training material, and improve their business overall. They immediately saw that Variphy Call Analytics for Zoom Phone was an invaluable asset for their calling environment.