



## 35,000 User Mixed UC Estate Managed by VOSS Results in Improved Customer Experience and Time Saving

### The Challenge

This case study features a major global manufacturer that decided to switch from a traditional on-premises voice solution to a cloud-based unified communications model. The manufacturer partnered with one of VOSS's major solution providers to migrate over 30,000 Cisco users and 5,000 Microsoft Teams users on to a fully hosted UCaaS platform.

However, the manufacturer quickly realized they needed more direct control of the platform and required a web-based provisioning portal that would enable them to carry out their own moves, adds, changes, and deletes (MACDs) in real-time to speed up resolution times and improve end user satisfaction.

### The Solution

The solution provider evaluated various UC automation management tools and selected VOSS. The manufacturer was pleased with this decision because they had previously used VOSS in their on-premise environments and had had a positive experience.

VOSS offers a highly intuitive UC management portal with unlimited levels of role-based access control, allowing the provider to decentralize many day-to-day administrative tasks to the manufacturer. Additionally, VOSS is a vendor-agnostic tool that allows the manufacturer to manage both Cisco and Microsoft users from a single pane of glass, resulting in significant time savings.

### The Value

Partnering with VOSS, the manufacturer can solve many of their own problems in real-time, reduce the number of tickets and deliver significant improvement in the end-user experience. The solution provider stated that "after VOSS was deployed, escalations went down and SLAs went up," demonstrating the value provided by VOSS' solution.

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