

Manufacturer upgrades communications suite to the cloud.

Challenges

Aging legacy PBX technology could not meet company's evolving needs

- **Maintain business continuity** via secure and reliable connectivity for 7,000 employees in 35 locations
- **Improve employee productivity** with new collaboration tools while maintaining access to business email and phones
- **Minimize network costs** stemming from legacy hybrid PBX phone systems and network equipment
- **Transition to next generation customer care** via cloud-based technology to better support customer needs worldwide

Solutions

Webex Suite (Calling, Meetings, Messaging), Webex Contact Center and SD-WAN

- **Webex Suite** provides employees with calling, meetings, and messaging solutions for their worksites
- **Webex Contact Center** transforms customer experiences with integrated tools and omnichannel options
- **Webex App** on the desktop enables communications between IT engineers to chat in a perpetual discussion thread to support implementation of the solution
- **Control Hub** allows all services to be managed from a single web-based portal
- **SD-WAN** delivers scalability, connectivity, security and reliability for Webex and supports workforce network access

Benefits

Single vendor solution simplifies communications for manufacturing sites and offices

- **Unified communications** platform including voice, video and conferencing for improved collaboration across the company
- **Secure and reliable communications** across all company locations, offices, and vendors
- **Reduced network costs** by replacing legacy technology which simplifies network maintenance, administration and management
- **Improved customer support** with technology to auto direct client calls to the next available free agent with virtual 24x7 capabilities

