

# Retail chain streamlines calling and improves customer service.

## Challenges

Update store phone system to improve customer experiences.

- **Reduce network and usage costs** from legacy PBX phone system and network equipment
- **Improve customer service** with a phone system that provides shared trunks and more efficiency for store employees
- **Support network deployment and management oversight** with on-site support and centralized reporting and administrative tools
- **Maintain business continuity** by supporting connectivity for 19,300 employees in 1,450 locations

## Solutions

**Webex Suite (Calling, Meetings, Messaging), IP Trunking, Professional Services.**

- Webex Suite provides employees with calling, meetings, and messaging solutions for their stores
- IP Trunking delivers shared trunking in the cloud that is scalable and less costly
- Professional Services provides on-site support for ease of deployment and management
- Single cloud-based solution migrated to all locations and replaces legacy PBX

## Benefits

**Single vendor solution streamlines operations and provides a scalable solution at a lower cost.**

- **Reduced costs** through more efficient operations, time savings, and usage savings while centralizing network maintenance, administration and management
- **Improved customer support** with more effective store communications and flexibility available to all employees
- **Consistent communications solution** that is easy to deploy, use, manage and scale
- **Secure and reliable communications** across all stores and company locations
- **Unified communications platform** including voice, video and conferencing for improved collaboration across the company



**2**  
Solution providers

**1,450**  
Locations

**1**  
Network

