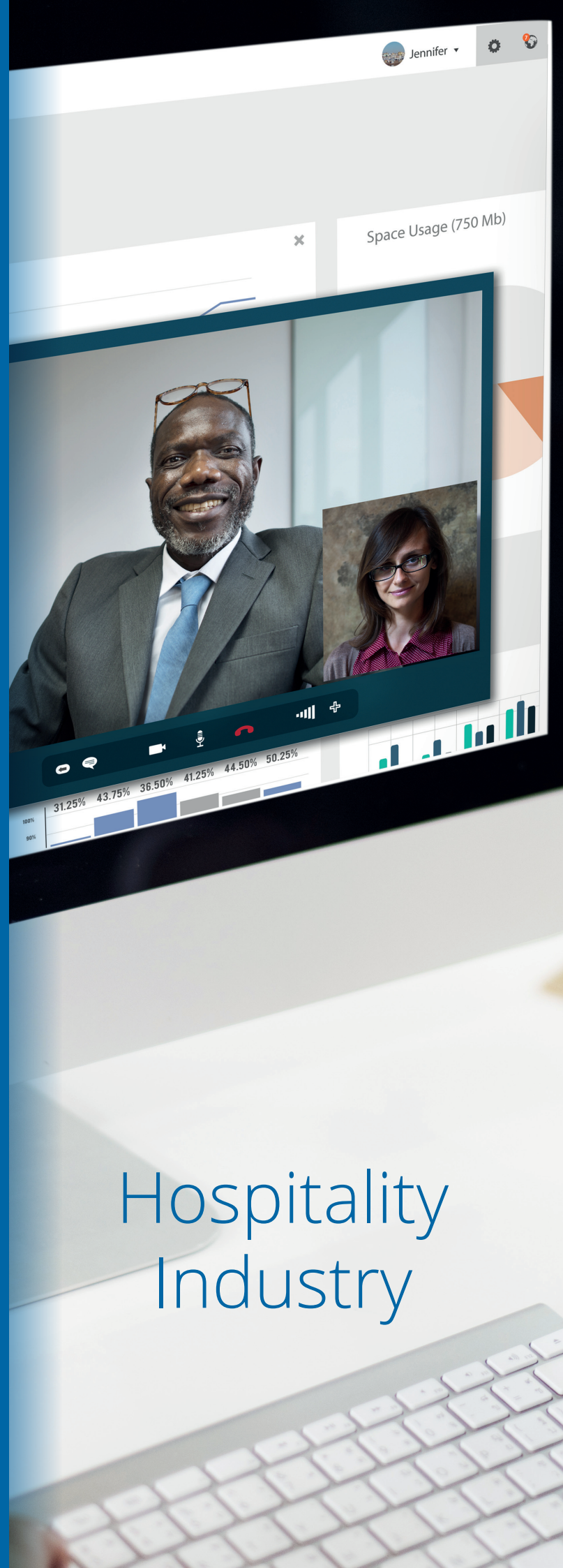




Hotel Property Management company: experts in cloud-based property management, distribution and digital marketing technologies for the hospitality industry.

With offices in Europe and Asia, in 25 countries across 5 continents, providing a unique suite of property management solutions for a range of hotel groups, serviced apartments, management and pub companies. The applications primarily enable properties of all sizes to achieve maximum occupancy at the most profitable rate.

Case Study



Hospitality Industry

The Challenge

Customer services Contact Centre team spread across multiple countries handling both Sales enquiries and Technical Support calls. The existing contact centre managed service based on a network of Mitel PBX's was very inflexible and difficult to manage.

Management had a very strong commitment to improving their IT services and communications. All their IT applications and services were moved to a fully resilient Microsoft Azure cloud architecture, enabling applications to be easily accessed by staff from anywhere in the world.

As part of the IT cloud migration, they also wanted to explore ideas for reducing costs and providing a collaborative communications environment. Their vision was for an agile, fully joined up international support structure, providing superior service delivery for both their own staff and their growing international reseller network.

It was important that the new communications service would fit in with the Microsoft Azure cloud architecture and offer the support team full control allowing services to be adapted quickly to meet the needs of their fast-changing business.

The Solution

Opted to use an advanced collaboration technology service across the business, initially using Skype for Business and then migrating to Microsoft Teams.

The CRM is the engine of the sales and support service. Preact a Microsoft Dynamics 365 specialist designed and deployed the cloud CRM solution.

Voice Simplified's Contact Centre cloud solution was the final piece, providing international Telco connectivity to any fixed line or mobile telephone anywhere in the world. Contact Centre Simplified natively integrates to Microsoft Teams (or Skype for Business).

Features deployed included: Intelligent IVR Call Steering - based on time of day and international shift patterns / staff availability, Agent Queues, screen-pop straight into Microsoft Dynamics 365 CRM, Pick-up Groups, Agent Eavesdrop Monitoring, Realtime Wallboards, Call Recording etc.



"...Voice Simplified has been terrific to work with, they are really helpful and do all the telephony and contact centre configuration, leaving us to focus on what we do best..."

Business Value

The highly efficient SfB/Teams, Voice Simplified Contact Centre communications solution is extremely powerful and has resulted in much quicker decisions and improvement in responsiveness. The new service provides the business with everything it was looking for:

- ✓ Improved support services for the international Reseller network
- ✓ Business agility
- ✓ Easier collaboration
- ✓ Advanced inbound call handling across all regions
- ✓ Full Contact Centre suite integrated to Microsoft SfB/Teams and Dynamics
- ✓ Easy management interfaces including live dashboards and automated management reports providing good visibility across the business
- ✓ Cost savings on: telephony call charges, legacy telephone maintenance contract, tele-conferencing charges
- ✓ Simpler IT support commercial model – straightforward monthly charge
- ✓ Remote access for international, mobile workers
- ✓ Web-based management interface to quickly and easily make moves and changes
- ✓ Additional advisors added into the support team queues as needed
- ✓ Support calls redirected to the other regional technical teams during busy periods

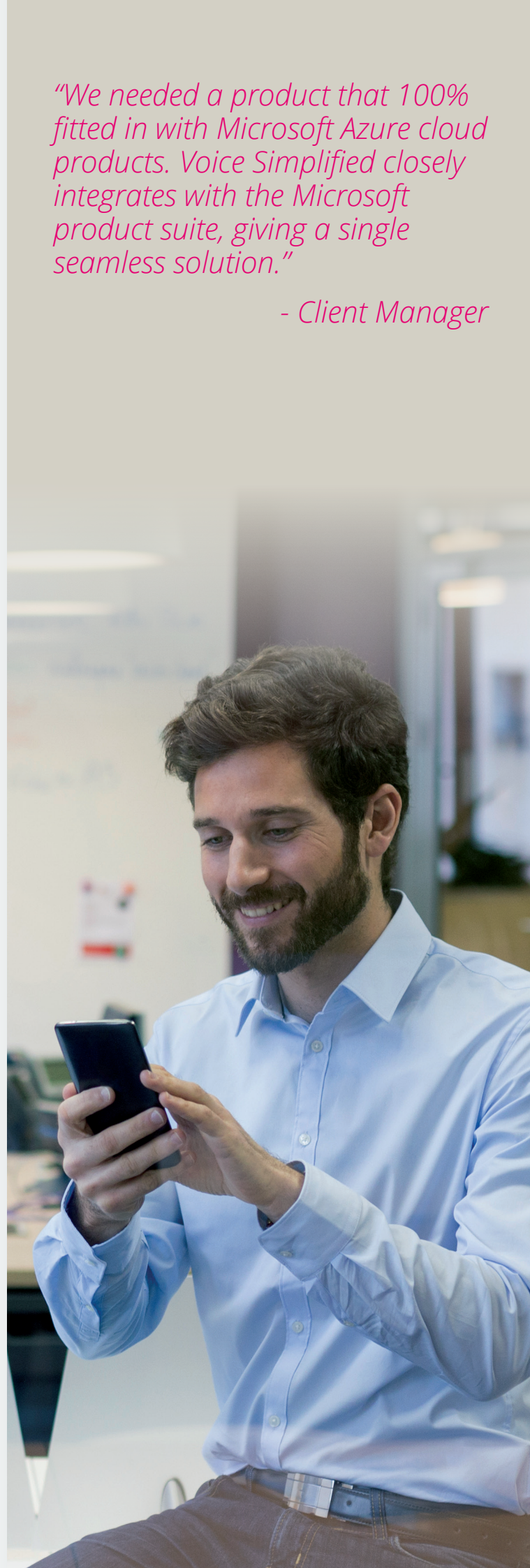
The internal IT team use the web-based management interface to quickly and easily make moves and changes and are able to quickly add additional advisors into the support team queues as needed, as well as have calls overflow to be dealt with by other region's technical staff.

"The new telephony, collaboration service works perfectly with our cloud-based IT architecture. Incoming calls screen pop directly into our CRM and Skype for Business. The collaboration capability is available right across our business, which has transformed how our front-line team are able to service our clients. I couldn't be more pleased with how this project has turned out."

- Head of IT

"We needed a product that 100% fitted in with Microsoft Azure cloud products. Voice Simplified closely integrates with the Microsoft product suite, giving a single seamless solution."

- Client Manager



Who are Voice Simplified

Voice Simplified is a young, exciting, growing company. We provide communication services for voice, video, conferencing and IM solutions, across a multitude of devices. The adaptability of the Voice Simplified product suite along with our flexible commercial models mean that we can satisfy any business need, from a single office PBX scaling up to large enterprise multi-location organisations with inbound and outbound contact centre teams with offices in multiple countries.

Our Focus

At Voice Simplified we focus on cutting edge, cloud based, unified communications. Our solutions use existing technologies such as Enterprise Skype for Business, Office 365, Dynamics and very soon Microsoft Teams. The easy to configure, cost-effective communications we provide are infinitely scalable and run on a subscription pricing model.

Our Market

Our market is simply any business that needs PBX telephony, Unified Communications or Contact Centre functionality to interact with their customers. We can work within any given market to scope and provide infrastructure and interfaces to clients for on-premise, hosted or hybrid solutions. We primarily work through third party Partners - Microsoft Managed Service Partners as well as general UC / Telecommunications Partners and IT providers.

Our Mission

We aim to revolutionise the way businesses interact with their customers, managing both inbound and outbound communications with intelligent joined up solutions. From provisioning to delivery, our cloud-based solutions can be accessed through the web, allowing as much or as little autonomy as the business requires. Simply put, we wish to give our customers and resellers the tools and guidance to be able to completely satisfy their customer's communication goals.

Why Voice Simplified?

Why now?

New collaboration tools like Microsoft Teams is going to be a game changer. Companies of all sizes will look to adopt Teams linked into O365 as their corporate communications standard, not just for internal communications but externally as well. Voice Simplified's cloud PBX and Contact Centre suite natively integrates with Teams and Skype for Business, making Teams immensely powerful and able to make a call or receive a call anywhere in the world. So, does this mean it is time to make that change from the legacy IP PBX? Yes, it probably is.

Some of what makes Voice Simplified different:

- ✓ Easy to deploy, easy to use and if you want to move on you can, but our aim is to ensure you love it and won't want to go anywhere else
- ✓ It is an excellent well thought out Reseller focused UC product suite - the right product coming into the market at the right time
- ✓ We built it, we own it, we can adapt it - to give you exactly what you need
- ✓ Native integration to Microsoft Teams, Skype for Business
- ✓ No expensive dedicated Leased Lines or SIP circuits required
- ✓ No geographical barriers - International service provision is available across many countries

A flavour of what we can do:

PBX

Connect your VoIP desk phone, PC, Mac, tablet or mobile device to our PBX solution. Callers will always hear a UK ringtone regardless of where the call is answered. All your telephony on your choice of device, behind one number.

PBX Services

Hunt groups, Pick-Up Groups and Eavesdrop (Spy Groups) Create skills-based groups with Hunt Groups and Pick-Up Groups. Allow condition controlled eavesdrop on inbound and outbound calls.

Connect

Our Simple Voice Connect feature natively integrates with the enterprise telephony features of Skype for Business using our Smart Trunk technology so you can make and receive calls using your Skype for Business app. Future proofed for the transition to Microsoft Teams.

Call Centre Simplified

Flexible Inbound / Outbound Call Centre Solution. Add our Simple Voice modules and Agent Desktop with CTI including Screen-pop into Skype for Business / Microsoft Dynamics, FiveCRM and other SaaS applications.

Call Handling Services

Number Management, Open Times, Menu, Queuing, Conditional Routing and Group Voicemail.

Control your inbound caller's experience using our suite of call handling modules. Combine multiple Simple Voice modules to suit your requirements, making real time updates to prompts and call flows online from any device.

Web Portal

Service management, reporting, CDR's, contracts and billing; everything in one place via a single sign-in, create multiple users that are permission controlled.



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