



## The Challenge

The client came to us with an urgent need to modernize their existing phone solution. Ohio Transport is a trucking company in the Midwest that has terminals nationwide, so the majority of their users are mobile. Their goal was to improve and consolidate the phone system for their mobile workforce while being able to maintain their existing call center. Being a trucking and transportation company that is located and operated in 48 states, it was crucial to be able to maintain a central dispatch to coordinate shipments while being able to better interface with the drivers.

## The Solution

We were able to setup Microsoft Teams Voice with Direct Routing, so Ohio Transport was able to maintain the call center/dispatch while consolidating and streamlining their technology. By setting them up with this hybrid Voice approach, we were able to not only meet but greatly exceed expectations.

## The Results

Ohio Transport is now able to better communicate with their fleet of drivers by modernizing and streamlining their business. They were able to keep their existing dispatch and phone system while better utilizing the technology available to coordinate with their workers.