

# Microsoft Teams with direct routing.

## Ecoembes SLU



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### APPROACH

#### Customer Situation

- Originally, customer had a traditional telephony system based on Cisco CUCM.
- Within the framework of the electronic transition to the cloud. Into a first phase of the transition, they decides migrate to Skype for Business Online (SFBO).
- After Microsoft Teams appears. Customer continues the transition to cloud adopting the new Microsoft Teams Experience.

### IMPACT

#### Key Drivers & Business Objectives

- Customer wants an environment that performs the capacity to evolve and adapt to the new world situation, for instance, remote work positions and mobility.
- Skype for business Online and Microsoft Teams had both capabilities and customer appreciate this on the product.

#### Win Insights

Some win keys can be:

- A cloud world for mobile people
- The capacity of collaborate actively around the world on all Office 365 suite.
- The capacity to adapt traditional telephony to the new challenges and goals

#### Partner Solution / Services & Microsoft Technology

We migrate Ecoembes CUCM to a SFBO with AudioCodes SBA in a first phase of transition. Then adopt Microsoft Teams thought a Direct Routing deployment becoming SFBO SBA to an SBC for Direct Routing.

We deploy Microsoft Teams as the principal telephony system with direct routing and also deploy AudioCodes devices for reception, others auto attendants and VIP users.

#### Value Provided & Business Outcomes

- All users use the solution everyday.
- Customer increase productivity using scheduled videoconference meetings and all other applications included in Office 365. Microsoft Teams
- It meant a reduction in the cost of local equipment as well as improved the quality of collaboration between the different users and departments. Adding instant messaging and video conferencing collaboration in meetings.

#### Lessons Learned

We are constantly learning to support our customers in the best possible way.

The lessons learned in this project are easily applicable in future projects. Helped us to grow up in integration projects

### Customer Contact Information for Reference

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