



# CUSTOMER SUCCESS STORY

## Terumo Medical Corporation



### Power and Simplicity with Teams Direct Routing



**Continuant**

 **2020 Partner of the Year Winner**  
Calling & Meetings for Microsoft Teams Award

Terumo was approaching a costly renewal of their legacy Avaya phone system and determined these funds would be better utilized by migrating their system to a modernized Cloud Calling System.

Continuant helped Terumo decide to replace their PBX in all North American offices with a Teams Calling solution with Direct Routing. The foundation of a successful solution is a thorough design. Continuant facilitated a Design Workshop to better understand Terumo's business objectives and showcase how the solution would work in their environment. Terumo chose Continuant to deploy and manage their Teams Direct Routing solution.

Equipped with Teams Calling, Terumo's goal of implementing a robust and modern cloud phone system would finally be realized.

**VERTICAL:** Healthcare

**CLOSED DATE:** July 2021

## Win Results

### **BUSINESS CONTINUITY**

Terumo needed business continuity for their remote users, which their prior system did not support. Teams Calling allows all employees to have access to their full communication stack regardless of their individual workplace setting. Furthermore, migrating from their Avaya system will result in year over year cost savings.

### **ADOPTION AND CHANGE MANAGEMENT (ACM)**

Continuant also provided an ACM program. ACM builds champions, provides training, a help desk, and more. It guides users successfully through the Calling deployment which ensures true adoption.

### **THE VALUE OF TEAMS MANAGED SERVICES**

After the Calling Design Workshop, Terumo was relieved by our support through the Teams Deployment. The value of Teams Managed Services was very important to Terumo. Planning during Design ensures future visibility into the performance, analytics, and support of Teams Calling.