

# 8x8 Voice for Microsoft Teams enhances global operations.

## Customer Profile



### Industry

Transportation



### Location

London, United Kingdom



### 8x8 Products:

8x8 Voice for Microsoft Teams



### Reason For Selecting 8x8:

Connect staff with transport agencies and partners globally

## Overview

- Response time cut from hours to minutes
- More cost effective calling plans with local presence
- Organisation-wide productivity gains through streamlined workflows

## Adapting to rapid changes and new business models

International organisations need the ability to adjust quickly to changing business landscapes. Handling these shifts with cloud-based tools is the best way for businesses to keep pace.

Microsoft Teams is used to speed collaboration between employees, partners and customers globally. Employees share files on-the-go and work together using chat, and one-click video calls to stay on top of tight schedules while responding to dynamic customer needs.

Although Microsoft Teams Calling Plans exist for some countries, it may not be available in all the regions where our customer operates. Consequently, adding a third-party telephony provider to Teams is needed for local and national numbers and calling services.

8x8 offers a one-stop-shop for number porting, provisioning users, a single bill, local support, telephony accessibility across all international operations, a true benefit for a global business.

## Improved responsiveness helps manage customer expectations

Imagine, a transportation company using 8x8 Voice for Microsoft Teams to communicate with many different agencies and partners globally, to secure efficient transport of cargo to their destinations.

For a transportation company, real-time communication and strong local telephony presence are essential. It's possible to connect a client in Malta, a sales manager in Chile, and a rail operator in Malaysia, all using 8x8 Voice for Microsoft Teams directly from Teams to discuss transport routes, delivery lead times or status of shipments.

Being responsive to customers and ensuring accurate on-time pick up and delivery would help maintain strong customer relationships.

## More cost-effective calling plans with local presence in every country

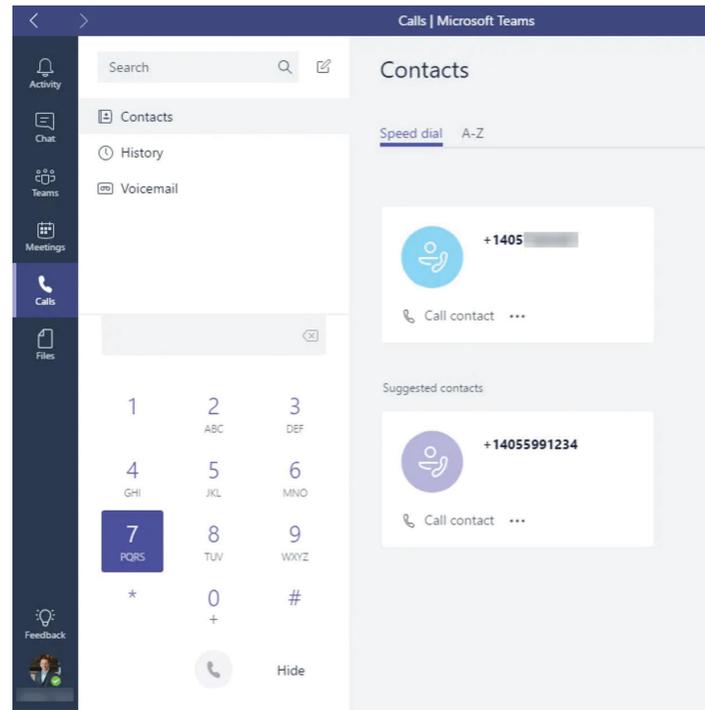
To adapt to the rapidly-evolving business terrain, this transportation company could standardise on Microsoft Teams as their sole collaboration tool to increase agility in a highly commoditized market with tight profit margins.

To offer flexibility to the business, they could add direct voice routing for Microsoft Teams with 8x8 Voice. Teams users could make any number of calls, to any destination. They have full PSTN telephony replacement, so they can use existing phone numbers ported to 8x8, or get new phone numbers including national, local, and non-geographic numbers.

## Streamlining IT workflows to boost productivity and performance

Adding 8x8 Voice for Microsoft Teams would allow this transportation company to advance employee productivity, eliminate communications gaps and infrastructure costs, and simplify user management.

In the first six months of using 8x8 Voice for Microsoft Teams, the transportation company could potentially see productivity gains across the board from centralised communications, streamlined business processes, and improved local customer service.



For more information, call **1.866.879.8647** or visit **8x8.com**.

**8x8**

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