NEXVORTEX SUPERCHARGES MICROSOFT TEAMS TO MEET A MUST-HAVE REQUIREMENT.

neXVortex
A BCM One Company

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CHALLENGE

This mortgage company, which has 1,000 employees in 90 offices nationwide, had implemented Microsoft Teams with another provider, but they soon realized they lacked Teams expertise, so they switched to nexVortex to fully migrate all 1,000 employees with a staged migration to our Voice Enabled Teams solution that provides full-voice enterprise capabilities.

Having worked with nexVortex in the past, this financial company had become accustomed to a level of Uncommon Service, and therefore why they chose nexVortex for valuable expertise and customer support. During the pilot process an unanticipated issue arose, the company realized that call masking wasn't available in the native Teams environment – call masking is the ability for outgoing calls to display the main phone number rather than the direct dial number, which was critical for this financial company for privacy issues. Microsoft said they were working on adding the capability, but there was no guarantee that it would be available any time soon.

SOLUTION

nexVortex provided Microsoft Teams with Managed SIP including Call Masking.

Based on the requirements put forth, nexVortex provided a low risk path to migrate branch office by branch office to Teams at our clients' convenience, while subscribing to one SIP Trunk resource pool for both their Call Manager systems as well as Teams. In addition, nexVortex was able to provide a customized solution to Call Masking that was not provided in the native Microsoft Teams phone system. Call Masking was implemented for this client to show the DID of each branch office.

The nexVortex Managed SIP Trunking solution supports Microsoft Teams Direct Routing to enable the company to use Teams without requiring a Microsoft phone system and calling plan. Microsoft calling plans can be expensive and have limited calling plans by country. Because nexVortex offers shared trunks, which not only saves money by sharing resources across multiple locations, our Voice Enabled Teams solution enables the migration of users for a company at its own pace and the ability to test carefully before performing big cutovers. And with autodetecting failover included in the solution, business continuity is assured in the event of an Internet access failure or on-premises power outage.

RESULT

After a successful test with 25 users, the company was able to roll out Teams to the rest of its employees (a total of 1,000 users) on its desired, relatively short timeframe with all the features it needed. And it's easy for the company to make changes because of our streamlined solution and portal. For example, they realized they needed another 500 lines and were able get that add request done in just minutes. With an account manager, a project coordinator, and a 24-hour support team, the company knows its voice needs are simply taken care of.

Client: Residential mortgage lender

Sites:

✔ 1,000 users across 90 locations

Solution:

✔ Managed SIP Trunking with Microsoft Teams Direct Routing