

**Voice enabled
Microsoft Teams at a
global management
consultancy**



Change Driver

A large management consultancy firm who's global presence spans 30 countries across four continents uses Microsoft Teams for collaboration across employees and customers.

The firm was expanding its European presence with the establishment of an office in Poland. They were looking for a local partner to roll out Microsoft Teams with integrated voice capability for the Polish team.

The rollout of Teams was always going to be straightforward. However the voice integration part was more complicated as Microsoft does not currently have local calling plans in Poland. The customer therefore needed a partner who understands voice.

Damovo came highly recommended by Microsoft for the job.





Damovo Approach

Damovo installed and configured AudioCodes' Session Border Controller to enable Microsoft Teams to connect to a local PSTN provider via direct routing – giving employees national and international calling capabilities.

Damovo also fitted out two video conferencing rooms with Poly Studio video bars, Poly Trio audioconferencing equipment, and Samsung TV displays – which enables staff to have collaborative meetings with customers and colleagues across the world.

Due to travel restrictions as a result of COVID 19, the customer's I.T. team, based in Frankfurt, could not travel to site in Warsaw. Damovo therefore liaised with them remotely to install cabling, and configured software together via screenshare.

Damovo also provides a managed service support contract - providing on-site assistance where necessary to guarantee critical communications are not disrupted in the event of an issue.



Customer Value

DAMOVO

How the **IT Director** benefits:

The IT Director was able to oversee the whole project remotely – removing the requirement to travel to Poland or send team members – which was extremely important during the pandemic

He will always have piece of mind that any issues will be rectified on site by the Damovo service team

How the **company** benefits:

The new Warsaw team is now fully connected to colleagues and company resources worldwide.

The managed service support contract provided by Damovo ensures complete business continuity at all times – meaning communications between the company and customers will never be disrupted.