

A global food producer connects field, factory and office.

Use case



Challenges

A food distribution company with 3,500 associates across 95 countries recently detached from a large holding corporation and needed a unified communications solution to improve the way its employees connect. Limited internal IT staff and communications systems that lacked global interoperability were beginning to impact employee productivity.

The company required a robust solution that could help staff in factories, the field and offices across the globe connect quickly with partners, suppliers and customers via phone, chat and more—without being limited by a closed enterprise network.



Benefits

This solution helps the company increase workforce productivity and improves global collaboration across its partners, suppliers and customers. With scalable, monthly per-user pricing, the company was able to control costs and achieve a more efficient way to manage its unified communications.

By leveraging Verizon's expertise to transition to the new phone system with minimal disruption, the company was able to utilize past investments for a seamless shift in operations.

The company's limited IT staff was now able to spend less time trying to connect employees and more time focusing on innovating in other areas to help top-line company growth.



Solution

One group within the company was already using Microsoft Teams® as a unified communications and collaboration platform, so the organization decided to standardize it globally. Then it added Verizon Microsoft Teams Calling—which is accessible from the Teams platform—for secure cloud-based connectivity to the public switched telephone network (PSTN). Implementing the solution made it possible for the company to transition from disparate phone systems to a unified Voice over IP (VoIP) system fully integrated with Microsoft Teams.

Communicating with both internal employees and external suppliers is paramount to this organization, so it needed an enterprise-grade platform for secure communications. Verizon Microsoft Teams Calling offers just that, as it intelligently routes, secures and manages communications from the company's private networks and acts as a firewall to block phone-based security threats.

Learn more:

To learn more about Verizon Microsoft Teams Calling, contact your Verizon Business Account Manager or visit [verizon.com/business/products/voice-collaboration/conferencing/microsoft-teams-calling](https://www.verizon.com/business/products/voice-collaboration/conferencing/microsoft-teams-calling)

