



CUSTOMER SUCCESS STORY

McCabe, Weisberg & Conway



Power and Simplicity with Teams Connect Calling



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

McCabe, Weisberg & Conway (MWC) have nine offices spread across 4 states. The offices were operating on an aging phone system serviced by multiple carriers. The firm wanted to provide a best-in-class unified collaboration platform for their customers, which included consolidating their carriers and upgrading their phone system.

Continuant coordinated a series of discovery calls with MWC to understand the customer's current environment and recognize any concerns they may have. Continuant also sought to identify MWC's future goals and vision for the company, which allowed our team to draft a proposal tailored to the firm's needs. Microsoft Teams Calling, enabled by Continuant's Connect Calling Plan, turned out to be the perfect solution. It enabled the firm to successfully consolidate their various phone systems and carriers to one vendor.

Equipped with Microsoft Teams Calling, MWC's need for scalability and mobility could finally be realized.

VERTICAL: Financial Services

CLOSED DATE: July 2021

Win Results

ADOPTION AND CHANGE MANAGEMENT (ACM)

Continuant also provided an ACM program to McCabe, Weisberg & Conway. ACM builds champions, provides training, a help desk, and more. It guides users successfully through the Calling deployment phase to ensure true adoption.

THE VALUE OF TEAMS MANAGED SERVICES

Following the deployment of their Teams Calling Plan, MWC decided to add Continuant's Teams Managed Services program. This service provides 24/7 support, giving MWC confidence and peace of mind.

THE VALUE OF THE CUSTOMER EXPERIENCE

"We couldn't be more satisfied. Continuant has been completely on point."

- James Francis, Director of IT, McCabe, Weisberg & Conway