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# M365 Business Voice lets biotechnology company thrive through pandemic limitations

Regeneron Pharmaceuticals is one of the leading names in the field of biotechnology. Its roster includes nine FDA-approved medicines, all configured to help patients with allergic and inflammatory disease, eye disease, cardiovascular and metabolic disease, cancer, and pain, and rare diseases.

With a huge responsibility to serve and major projects in the pipeline, the formation of the Covid antibody cocktail included, Regeneron must ensure that the daily tasks are continued despite the lockdown restrictions. Its existing environment of using a conventional phone system impedes the employees' line of communication as many were required to work from home.

Regeneron collaborated with ECF Data to address its pressing needs. A transition to cloud-based, specifically the deployment of Microsoft 365 Business Voice, serves both their temporary challenges and business goals. Microsoft 365 Business Voice, a modern cloud-based telephony solution that incorporates Microsoft 365 and streamlines communications and productivity into Microsoft Teams.

A long-term commitment to science communicated strongly and regularly from leadership, backed by action such as allocation of resources and recognition of successes.

## REGENERON

Customer: Regeneron Pharmaceuticals  
Website: <https://www.regeneron.com>  
Customer Size: above 10,000 employee

Country: USA, UK, and Ireland  
Industry: Pharmaceuticals  
Products and Services: Business Voice

# ECF Data, Regeneron, & M365 Business Voice

## Customer Challenges

Headquartered in Tarrytown, New York, Regeneron banks on its more than thirty years of scientific leadership, basking its success in the field of biotechnology and drugs. The core of the company is to formulate new medicines to help those with serious diseases, with the utmost standards of integrity.

Pursuing its high marks for innovation, social responsibility, and long-term vision, Regeneron's duty is not limited to its employees, but its contribution extends to the community. Carrying a huge weight, the outbreak of Covid-19, specifically in New York, hinders the daily operations of the company. Temporarily, like most companies dealing with the pandemic, Regeneron needed to thrive with the uncertainty and the sudden change of environment.

## Partner Solution

Focusing on the client is integrated into ECF Data's core. Bearing that in mind, examining the company's unique demands is inevitable and the first step in building a fruitful relationship.

Taking into account the company's mission, Regeneron's commitment to science has always been evident. To ensure the continuity of its mission, the company yearned for a more modern approach, especially as its limitations are highlighted when employees are working outside the office premises. The added cost of maintaining hardware, constraints in mobility, and pandemic highlighted its limitations, specifically in costs, mobility, and collaboration. With that, ECF Data recommended modernizing their entire phone system to the cloud and migrate to Microsoft 365 Business Voice.

The endorsed solution helped Regeneron's experts proceed with their everyday routine, without the requirement of being in the office. COVID-19 fazed the entire world, but Regeneron proved that science reigns supreme.

## Customer benefits

Converting to a cloud-based solution unlocked Regeneron's full potential for growth. The eight office locations scattered in three countries were able to seamlessly communicate and effectively collaborate due to the shift to the cloud.

According to Lance Peet, Regeneron's Director IT Service Delivery Manager, "it can be quite intimidating to commit to an erratic change and include the company's thousands of users in the middle of a crisis. But Microsoft 365 Business Voice opened our doors to more opportunities and allowed us to make progress even though the situation's not in our favor." The simplified set-up of Microsoft 365 Business Voice allowed everyone, even those who are intimidated by technology, jump into the productive bandwagon.

"We appreciate that ECF Data takes the time to get to know our company and which direction we'd like to go to," Peet adds. Business Voice not only resolved Regeneron's urgent communication needs but incorporated their potential needs as well. "We continuously push the boundaries of science and our participation in using this to put an end to this pandemic is one of the many things that we do. Business Voice aligns with the modernization our company needs."

### ALL-IN-ONE COMMUNICATION SUITE

Save time and money by not dealing with several apps  
Effortlessly sync contacts  
Manage centrally all your communication needs

### STATE OF THE ART FEATURES

Business Voice possesses everything you expect from a phone system and more.  
Make and receive phone calls  
Collaborate and stay productive with built-in Microsoft apps

### SECURITY, PRIVACY, AND COMPLIANCE

Running on Microsoft trusted cloud, be ensured of built-in security, privacy, and compliance  
Work confidently with a reliable and secure cloud-based platform