



Examples of Teams Calling projects by VENZO

Workplace and Facility Management Company

A collaborative platform:

A global workplace experience and facility management company needed a new collaboration platform with a contact center and reception system. Whereas the cooperation started with implementing and operating their Skype for Business, VENZO is now driving the process of migrating to Teams Calling. As such, for the past 8 years, we have delivered first class support with hosting, as well as 2nd and 3rd level support for the complete infrastructure, including a 24/7/365 service desk and operation.

VENZO successfully created value for the company by:

- Understanding the need and continuously ensure that the company was running a secure, reliable, and modern solution
- Delivering operational support of multiple data centers and customer-facing contact centers with approx. 70.000 calls per month.
- Being responsible for supporting 40.000 users 24/7 and with a 15 minutes reaction time for 2nd and 3rd level support.



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Global Bio Tech Organization

A Transition from Skype to Teams:

A global bio tech organization, specializing in cancer treatment, needed a partner that could help them in transitioning from Skype for Business to Microsoft Teams. VENZO was responsible for the complete transition with adoption for all users in DK, NL and US, and are now supporting the customer's Office 365 setup 24/7/365, including proactive monitoring of Microsoft Teams and Competella.

VENZO ensured a successful transition by:

- Providing the technical skills required in order to make the integration to Microsoft Teams for telephony with both on-premises providers and calling plans.
- Facilitating Complete Adoption training for all users (400+ participants) with a satisfaction score of 4.8 out of 5, conducted by our experienced trainers.
- Supporting 1000+ users 24/7 with 1 hour reaction time for 3rd level issues.



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Hearing Aids and Headset Manufacturer: A Contact center and Reception System

Our cooperation with the global hearing aids and headset manufacturer initially started in 2015, when they needed help implementing a Skype for Business and attendant console solution. This involved assistance in implementing the platform, operating it as well as overall support through the process. Their satisfaction with our service has ensured that VENZO is now also responsible for their transition to Teams Calling.

VENZO successfully built and operated the solution by:

- Delivering technical expertise and enterprise architecture skills on the platform and its integration with an attendant console.
- Driving the transfer from on-premises Skype for Business to Microsoft Teams, including a new SBC infrastructure worldwide.
- Deploying the call center in +20 countries in 8 different data centers worldwide.
- Training 100+ agents in the use of the contact center and reception system.
- Supporting the company 24/5 with 1-hour critical reaction time.