



Partner Evidence Program

Customer Reference Template

Partner Company Name: Xylos

Contact: Kristof Maes

Email: Kristof.maes@xylos.com



Teams Calling + Cloud Contact Center

SCIA GROUP



September 11th 2019

<https://www.scia.net/>

APPROACH

Customer Situation

- SCIA GROUP was using a Mitel IP-PBX together with Starleaf VCaaS solution.
- The need to renew their IP-PBX solution opened up the discussion to go for a single solution that could fulfill all collaboration, meetings and calling needs.
- As the customer was already using Microsoft Office 365 opened the door to look for bringing all functionalities together with Microsoft Teams.

IMPACT

Key Drivers & Business Objectives

- SCIA GROUP needed to renew their existing IP-PBX system and was looking to deliver a better 'workplace experience' towards their end-users.
- Already using Office 365 and a small pilot of Microsoft Teams within the IT department opened the door for going into a single application for collaboration, meetings and calling.
- SCIA GROUP has a contact center need for their support desks, which needs to be covered and integrated.
- With Microsoft Teams they can take advantage of traditional functionalities like usage of deskphones, but they also provide more flexibility with softphones for remote workers.

Win Insights

- After bringing the puzzle together it was very important to convince the customer from the practical end result.
- Xylos facilitated the customer with a demonstration and pilot that resulted in getting all stakeholders and sponsors on board for the project.

Partner Solution / Services & Microsoft Technology

- Xylos first provided a complete envisioning service towards the customer, helping them to understand the 'Art of Possible' with Microsoft Teams Meetings & Calling and how we can adapt for their Contact Center needs.
- Xylos proposed the complete end-to-end experience for Teams Meetings & Calling, including a cloud SBC gateway and Teams Contact Center solution.
- Xylos provided the implementation and functional configuration to set up the complete end-to-end solution, and we deliver a managed service towards SCIA GROUP to support the solution and keep it evolving.

Value Provided & Business Outcomes

- The main benefit of the new solution is that the users of SCIA GROUP now have one single solution for collaboration, meetings and calling and that this solution is answering on their flexibility needs.
- With Anywhere365 Teams Contact Center they now also have a native Teams contact center experience which also enables them with integrations towards other business applications like Dynamics365.

Lessons Learned

- SCIA GROUP is a smaller type of customer, but was convinced in an early stage about the possibilities and value of Microsoft Teams
- To complete the deal it's was very important to really show the practical end-result to their stakeholders and sponsors, as this major investment should proof the value and ROI.

Customer Contact Information for Reference

Name: **Pascal Engels**

Email: p.engels@scia.net