



UCaaS Solution Enables Remote Collaboration for Telvista Corporate Staff

Integrated platform consolidates **IP Telephony**, video and messaging features and enables seamless transition to remote work.

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Challenge

Telvista, a leading North American-based provider of outsourced contact center services, prides itself on delivering strategic value to its clients. To support that objective, agents receive in-depth industry-specific training as well as ongoing, daily feedback based on call analytics. Developing top-notch people skills, meanwhile, requires significant investment. Given the thin margins in the highly competitive contact center industry, sustaining that level of investment makes internal operational efficiency essential. With that in mind, Telvista decided to replace an outdated legacy phone system with a modern communication solution that would streamline internal collaboration for corporate staff.

Solution

Claro Enterprise Solutions implemented a Cisco-based Unified Communication as a Service (UCaaS) solution that consolidated multiple interfaces into a single communication platform that integrated phone, video and chat. Specific features included IP Telephony and mobile applications with messaging, Jabber chat and collaboration functionalities.

The implementation involved migrating approximately 100 users off a legacy Nortel phone system and installing Power over Ethernet (PoE) switches to power Cisco phones. The implementation was completed in a phased approach defined by Telvista to improve communication in priority areas that would deliver the most benefit.

Benefits

Prior to the implementation, Telvista was using a standard phone system and email communications. The new integrated platform comprises an upgraded telephony system with video capabilities and a real-time communication tool with Jabber. By effectively bundling business communications and collaboration functionalities, the UCaaS solution has improved organizational communication and ensured consistent delivery of information to Telvista users. The system's single point of contact (SPOC) model, moreover, significantly streamlines processes around installation, billing and order management, and allows Telvista staff to be more responsive and nimble when addressing customer needs.

Although deployed prior to the onset of the COVID-19 pandemic, the solution enabled a seamless migration of corporate staff to remote work following business lockdowns. The video and chat features were particularly valuable following the transition.