

ASSOSIA CASE STUDY

Leading retail research and quality assurance provider Assosia realises cost and productivity gains by transitioning users to Voice Enabled Teams.

Assosia has been providing companies with expertise for over 15 years. As global retail research and quality assurance specialists, Assosia has the capability to offer clients a wide range of services which help to enhance their brands' performance and increase ROI.

The Challenge

Assosia had been using a legacy voice estate to make and receive calls. However, they recognised the benefits they could gain from leveraging their investment in Microsoft to transition to Voice Enabled Teams. Assosia needed an experienced partner to carry out the transition for them.

The Solution

Assosia partnered with Six Degrees, who managed the transition from the legacy voice estate to Voice Enabled Teams. In order to ensure Assosia experienced no unexpected downtime or loss of functionality, Six Degrees' project team gathered information on existing users and established hunt groups before transitioning all 31 users to Voice Enabled Teams. As part of the project Six Degrees also installed new handsets for users working at Assosia's head office.

The Results

By partnering with Six Degrees, Assosia has been able to realise cost and productivity gains by transitioning users to Voice Enabled Teams.

Robert Davis, Director – Finance and IT, Assosia, says: "The Six Degrees team managed the Voice Enabled Teams roll-out seamlessly, enabling us to leverage all the benefits of the product quickly. I felt confident throughout the project that Six Degrees would deliver, and I'd happily recommend Six Degrees to businesses looking to move to Voice Enabled Teams."

Benefits at a Glance



Peace of mind. Six Degrees' experienced project team gave Assosia peace of mind that the project would complete successfully with no unexpected downtime or loss of functionality.



Leveraging functionality. Six Degrees' experts were able to advise Assosia on the functionality available to them through Voice Enabled Teams, ensuring they deployed the most appropriate configuration for their business.



Straightforward pricing. By partnering with Six Degrees, Assosia is able to benefit from a straightforward pricing model which makes management and forecasting as easy as possible.



Keep phone numbers. Assosia was able to gain a rich Teams calling experience using existing phone numbers, ensuring consistency of service.