

Customer Case Study - A **unique Food Industry Start-up** company enjoys the **quick deployment, scalable costs and flexibility** of Teams Voice Calling.

1) *What problem did the customer face?*

Being a startup company, the customer **needed a telephony solution** that would **enable them to work from anywhere** as they were mostly on the move running errands to get them off the ground. This needed to be done in a hurry as well.

They also **needed a landline number to add legitimacy** to their business and being a new business didn't have a long-standing credit record that many of the telco's need when opening a Business Account.

2) *What technology did we use to solve the problem?*

The client agreed to go with **Argantic's Kickstart for Teams Voice Lite (Deployment)** option and use Argantic's **shared-hosted option** for the Voice Gateway in Azure.

3) *Tell us more about the solution?*

The client needed a **basic setup enabling the making and receiving phone calls** on the Microsoft Teams app on their PC's and mobile phones.

4) *How much did this cost the client?*

The customer made a **once off R9 990 investment** for the setup,

- Monthly SLA - R1000 a monthly for 4 Voice Channels
- Telco costs - R100 monthly to our telecoms partner

5) *How long did this take to complete?*

Deployment took 4 days, simultaneously our telecoms partner activated the line and **new numbers in 3 days** of receiving the signed application form.

6) *What are the pre-requisites on the client side?*

Office365 is a requirement for Microsoft Teams. This client was 'totally greenfields' with no technology so Argantic arranged **Microsoft licenses and setup Office365** before starting the Teams portion.

7) *How does the customer feel about this solution now?*

The customer is **happy with the mobility the solution provides** as it enables them to continue making and receiving **work calls while on the go** and on any device. They are planning on adding Auto Attendant and Call queueing as the business grows.