

Customer Success Story – A multi-national Mineral Processing Company upgrades from their Skype for Business (on-prem) to Teams Voice Calling with Argantic.

1) *What problem did the customer face?*

The customer **had Skype for Business on premise** environment which was **connected to their PBX**. They had been **experiencing quality issues**, the solution just was not doing what they needed it to be doing.

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

We used Microsoft **Teams Voice with an AudioCodes** on premise SBC.

3) *Tell us more about the solution*

Instead of getting rid of the PBX, we were **able to integrate it with Microsoft Teams**. This allowed them to **migrate to Microsoft Teams gradually**, with the customer still had Skype for Business on premise, they were **able to avoid down time** until we had completed the deployment.

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

We had a phased migration over **3 weeks**.

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

Customers need Microsoft **Office 365 licenses and a certified SBC** (if the customer does not have these, we are able to assist.) They also need to have the ability to give us access to their environment.

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

Being on a cloud solution has **enabled them to work more efficiently**. They are happy with the **call quality** and service Argantic has extended to them.