

Customer Case Study - A Prestige School in the Western Cape enjoy the **swift deployment and 'work from home' benefits** of Teams Voice Calling during Level 5 National Lockdown.

1) *What problem did the customer face?*

The school, which was an existing customer of ours, contacted us when the lockdown was announced, seeking a solution that would **enable them to make and receive phone calls from home**, as they wouldn't be able to access their PBX.

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

The client agreed to go with **Argantic's Kickstart for Teams Voice Basic (Deployment)** option and use Argantic's **shared-hosted option** for the Voice Gateway in Azure. The school also decided to **port their number** from their existing telco provider to our Partner, Switch Telecom. This porting enabled them to **retain their existing phone numbers** (almost 100).

3) *Tell us more about the solution?*

The customer asked for **Auto Attendant** which is a voice menu system that allows callers to be transferred to the desired extension without going through a to the receptionist, and **call queuing** which allows callers to be placed on-hold till someone is available to take their call.

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

The customer made a **once off R19 990 investment** for the setup,

- Monthly SLA – R2500 monthly for 10 Voice Channels
- Telco costs – R250 monthly to Switch Telecom for 10 Voice Channels

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

Deployment took 5 days, simultaneously Switch Telecom activated the line and **new numbers in 4 days** of receiving the signed application form.

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

Customers must have a desire to modernize and understand the solution. They were **already on Office365 and using Microsoft teams**.

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

The client is happy that our Teams Voice solution **achieved the objective of enabling them** to make and receive calls from home and from any device. This will also help **facilitate better communication between teachers and parents** as well as administrators and parents.

The customer is aware of how extensible our Teams Voice solution is, which will allow them to add new features as they become available.