



First-class telephony support gives back 30% in time and money to global food and beverage company

Voice services underpin this food manufacturer's operations

It can be easy to forget that telephony systems are still at the heart of many organisations. Even when businesses have plans to move their communications into the cloud, it's still vitally important to keep these critical systems running well - but with legacy technology, this can be easier said than done.

This global food and beverage company had a very large telephony estate that was not managed effectively, and reporting and visibility were limited. This made it difficult to keep voice services functioning at their best, and to make sure that the company wasn't paying unnecessary costs. Response times to problems were inadequate, which was having an impact on the business and on staff being able to do their jobs.

While the company is transforming and is moving to Microsoft Teams, it needed a provider that could manage its existing telephony assets for better performance and cost efficiency, and would respond faster to issues when they happened.

74 telephony gateways supported for high-quality services

Global support
Across North and South America, EMEA and Asia-Pac

Strong local presence
to avoid language and cultural barriers

Better performance
so the organisation runs at its best

Key challenges the company was facing



Response

Support was slow when issues arose, which affected both business performance and staff morale.



Performance

Voice systems weren't well-managed and were not operating to the standards the organisation needed.



Visibility

The company did not have a clear view of its telephony estate, making it difficult to improve costs and quality of service.

Around the clock support throughout the world

Aura stepped in to provide global telephony support for this food and beverage company across North America, EMEA, Asia-Pac, Brazil, Puerto Rico and Canada. Our longevity of technology experience and expertise, strong feet-on-the-street presence, and ability to support both legacy and cloud infrastructure have all helped the company to plan and manage its multi-year transformation efficiently and effectively.

Better performance for better business

Aura's support for the company's global telephony estate has significantly improved visibility and performance across the organisation, helping to make sure this large multinational company continues to operate effectively.

Support response times are considerably faster with Aura. This means that if problems arise, they're identified and solved quickly, before they cause problems within the business.

Local presence removes barriers

With consultants, project managers and engineers in 145 countries, Aura's strong local presence provides expert, accredited support and the highest standards without the barriers that language and cultural differences can throw up. And, being local, help is only ever a stone's throw away.



Aura's strong support of the organisation's essential telephony systems has improved performance, saved money and created an environment where the business can move forward with its transformation plans in its own time.

A simple life for the IT team

Aura has significantly simplified the management of the company's telephony estate, removing this burden from the in-house IT team and giving back 30% in time previously spent on administrative tasks. It has also helped optimise costs by allowing the company to understand what assets it has, rationalise unused and redundant property, and make sure that the business is getting the most from its existing investments while it plans the move to cloud.

The business sets the pace for cloud

As the company carries out its multi-year transformation strategy, Aura's expertise in both legacy and cloud technology has provided valuable guidance to help the customer migrate to cloud cost-effectively and at a pace that suits the business.

Some parts of the business, such as manufacturing plants, will retain the existing voice technology thanks to its high levels of resilience – and Aura will be there to support these essential systems, to help the business protect its operations and its bottom line.

About Aura

Aura is a global communications service provider. We support any collaboration tool, regardless of vendor, under one roof – globally.

Aura ONE is our unique approach to communications management. It offers one contract, one point of contact, one SLA and one invoice, across countries, vendors, and services, bringing simplicity and ease to your day-to-day communications management.



One contract - covering your end-to-end communications estate.



One point of contact - to mediate across vendors, engineers, departments.



One invoice - in the currency of your choice.



One SLA - globally, bringing consistency to your service across sites and countries.



Looking for a transformation partner you can trust?

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