

# Teligent® IP **White Paper:** **MANUFACTURING**



## Case Study

One of the world's leading manufacturer of Medical X-Ray equipment reached an end of life on their legacy Avaya PBX. This publicly traded multi-billion dollar enterprise had thousands of employees in offices across the US and in more than 12 foreign countries. They considered numerous telecom solutions from the largest brands in the country.

After meeting with the team from Teligent IP, they discovered the unique ability to not only customize a solution to meet their needs but also the ability to service 100% of their global office locations. Additionally, the ability to use our world class architecture and platforms utilizing Broadsoft or Microsoft with the seamless ability to switch between the two, their decision was made.

In less than 45 days from the contract signature every single one of the thousands of employees spanning the globe were upgraded to the Teligent IP hosted voice solution without disruption. Impressed with Teligent's project management and implementation skills for making such a smooth transition, the VP of Technology exclaimed upon project completion that, had they selected any of the large telecom companies, those telecom carriers would still be pushing around the contract paperwork.

This manufacturing company now has an affordable solution that unifies departments and offices on a single solution built to scale with them as they continue to grow.

## Services: **Best Fits for Manufacturing**

### Skype for Business

The power of Office365 with a true voice integration. Leverage advanced calling features available only from a truly native integration.

### Hosted Voice

The benefits of hosted voice is far reaching including the ability to serve multiple locations and endpoints on a single, unified system.

### Teligent Interactive Solution

A two-way messaging platform that allows businesses to incorporate communication channels such as SMS, MMS, and webChat.

## Globalization: **A Manufacturing Challenge**



### The Challenge:

Manufacturing is an industry where competition and opportunities come from overseas. However global expansion poses logistical, cost, productivity, and staffing issues in addition to the challenge of maintaining on-site technology. Implementing a consistent set of tools and solutions across each location becomes key in keeping everyone connected while keeping expenses down.

### The Solution:

Video, chat, and phone solutions are just some of the ways to keep organizations connected. Using tools like a fully integrated Skype for Business solution or the Teligent Communicator, helps manufacturers streamline their communication processes keeping efficiencies high and teams connected.

## About Teligent® IP

Teligent® IP is a leading services provider merging advanced voice and communication applications with cloud. Teligent® IP offers complete end-to-end IP telephony over one of the largest all IP networks in the country.

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