

Work From Anywhere

Exeed's mycloudcalling integrates enterprise voice with Microsoft Teams

With the introduction of Microsoft Teams, people around the world have most of the tools required for remote working at their fingertips. But there's one missing piece: business class telephony. Addressing the challenge, technology distributor Exeed has introduced mycloudcalling, powered by Kordia's Direct Routing capability. The solution enables call control and all PBX capabilities within Microsoft Teams – effectively replacing legacy on-premises telephony hardware.



Proven In Days

By deploying mycloudcalling in just three days ahead of the national lockdown, the distributor has enabled 65 of its core staff to work seamlessly from home, easily staying in touch with colleagues, customers and suppliers. Over the course of two weeks, mycloudcalling has rapidly proven its worth, connecting Exeed staff as seamlessly as if they were in the office.

Exeed Company Profile

New Zealand owned and operated, Exeed has operated since 2002. Partnering with best of breed brands, the company provides New Zealand IT resellers and retailers with the products, services and solutions their customers want and need. Exeed also distributes a wide range of cloud-based IT solutions through mycloudstore.co.nz. Headquartered in Auckland, Exeed staff are also found in Hamilton, Whangarei, Wellington and Christchurch.

mycloudcalling.co.nz

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SIMPLE
LICENSING



SIMPLE CALL
MANAGEMENT



FULL PBX
FUNCTIONALITY



MODERN MOBILE
WORKFORCE



ENABLE AUDIO
CONFERENCING
FEATURES

The Limitations of Legacy

Like many organisations, Exeed had a trusty PBX which provided good service for 18 years, but Managing Director Justin Tye says the business sought a modern cloud-based alternative. "The PBX worked adequately but more recently we became interested in running phone systems within Microsoft Teams."

Simon Tabrum, Exeed Cloud Business Manager, says the legacy PBX had limitations in that representatives located across the country weren't linked by a single phone system. "This made routing calls coming into head office to people in Christchurch or elsewhere unwieldy, and similarly, routing to a mobile just didn't work very well."

Flexibility was a problem.

"A traditional PBX depends on multiple phone lines, each with its own charges. When demand suddenly ramps up, like we've seen ahead of the coronavirus lockdown, it just isn't possible to get more lines set up at short notice."

This meant that at a time of heightened need, calls get dropped or people can't get through. "With the way IT has developed, these days we want real time, dynamic services which can be upgraded with a few mouse clicks," Tabrum adds.

Simplicity and Reliability

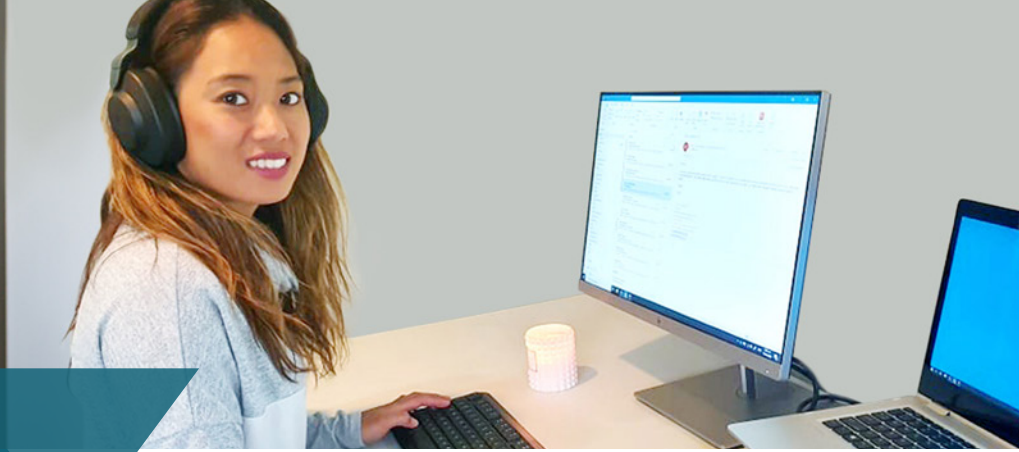
Tye says Exeed looked at multiple systems and solutions, but specifically wanted simplicity along with reliability. "Many systems are feature rich and more suited to a contact centre or sophisticated needs. With ours being a relatively simple IVR process directing callers to the right party, we needed something which would enable that without any fuss."

Tabrum says Exeed was ahead of the game as he and a colleague were extensively testing Teams as a phone solution. "We'd gone through the full back end as well as looking at how voice would work in different scenarios, such as dialling from a cell phone, over connections other than fibre, and so on."

Seeing the lockdown on the horizon galvanised Tye into action. "The question was simple: how fast can we install? Usually these things take some time and a bit of work, but it was all done in literally three days, start to finish, with the setup of our IVR structure, call grouping, messaging."

Tabrum says it was a case of rapidly scaling the small environment he'd already set up. "When we approached Kordia and said, 'we want to integrate voice into Teams ahead of the lockdown', it was just a matter of expanding the Proof of Concept by adding capacity, setting up a back end, then rolling it out to groups."





Seamless Integration

Exeed turned to Kordia as the voice network provider for mycloudcalling, as it was critical that the solution be built on a reliable and robust network. Kordia provided SIP trunks (Session Initiation Protocol, which enables control of voice traffic) and Direct Routing into Microsoft Teams. In addition Kordia's best connected strategy means that Exeed and its customers also have access to a range of connectivity options to ensure all their Microsoft applications are on-net providing the best possible performance and end user experience.

Given that mycloudcalling expressly integrates with Teams, providing seamless voice connectivity for individual users, as well as a professional IVR system for incoming callers, Tabrum says Exeed also looked to Microsoft for guidance. "We engaged with a senior technical person in Singapore. Microsoft was great, providing invaluable guidance for deploying group policies, for example, rather than rolling out to individual users. That means you can push updates to multiple users."

Essentially, the lockdown accelerated the creation of what quickly became mycloudcalling. "Necessity really was the mother of invention here and rolling it out didn't take long – though there were long hours in those three days," Tabrum quips.

A Connected Enterprise

With mycloudcalling fully integrated into Microsoft Teams, Exeed staff working from home by all accounts appear to be in the office and ready to take incoming calls on the device of their choice. "What's key is that we're now a distributed distributor.

We are all working from home but everyone operates and receives calls as if in the office. If a sales call comes in, it rings all our reps, support goes to the technicians, and so on," says Tye.

The system provides full visibility so managers can see where resources are, who is making and taking calls, and insights into call quality. "Best of all, the call quality rests on Kordia's enterprise grade technology, so to callers there is nothing out of the ordinary – it's just a phone call."

Tye says the successful rollout has demonstrated the suitability of mycloudcalling for small, medium and even larger organisations.

Choose Your Device

Because Teams works across multiple devices – smartphones, PCs, Apple devices and Android tablets – users can choose the one which works best for them. In some instances, notes Tabrum, a discrete device is better, so taking a call on a smartphone while typing into a laptop is more convenient.

"There's flexibility from that point of view. There's also the flexibility of provisioning as much or as little capacity required depending on the circumstance," he adds.

Bullet-proof and Professional

"PSTN calling might be decreasing, but voice still has a huge role. People need to share screens, fire up video and collaborate on documents, which is what makes Teams ideal. But when you have incoming calls from customers, you still need a bullet-proof and professional phone system."

As line charges for PSTN are no longer required, mycloudcalling is expected to reduce Exeed's telephony costs by 30 percent, offsetting the cost of fully equipping staff for remote working.

"With Teams and mycloudcalling, we're 100 percent in the cloud for all collaboration and communication. We're in an industry where phones don't stop ringing, even in the lockdown, and with our now-distributed workforce, the telephony just works. In short, Exeed is at home, but Exeed is still at work," Tabrum concludes.

If you would like to know more about deploying mycloudcalling please contact the Exeed cloud team at:

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or phone 09 302 2144

