

Livtech helps global chemical company standardize their voice communication with UCaaS

A worldwide chemical company with 7,000 employees needed help with evaluating their global phone system.

The Challenge

- Acquired another mining company doubling its size to over 6k knowledge workers
- Cisco and Avaya Communication infrastructures were failing
- Streamline communication and management of environment
- Management had a lean voice team and wanted to get out of the business of being a phone provider
- No approved budget for cloud communications

The Solution

- Livtech managed the evaluation process creating a criteria that helped to determine the best solution based on features, functionality and cost
- 8x8 UCaaS/CCaaS that standardized voice and contact center globally, improved employee collaboration and integrated with other cloud business applications (SAP Hana and OKTA)
- Delivered a unified solution that included messaging, calling and contact center
- Justified the cost of the platform through a strong ROI and vendor price negotiation

The Result

- 5800 global voice seats to be rolled out in 6 months
- Livtech's evaluation process enabled them to make a well informed decision in under 1.5 months
- 5 year ROI saving them 45% Year of Year
- Provided one Unified Platform for voice and contact center with 8x8
- Reduced internal voice help tickets by 40%

"Livtech worked with us to help scope and manage our UCaaS evaluation selection process. Livtech quickly became an extension of our team and drove both the internal and external elements of the project. With Livtech, we were able to create a positive ROI and completed the project 2 months ahead of schedule. We appreciate the guidelines and relentless support throughout the project, both from Livtech and our partner of choice 8x8."

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VP IT Infrastructure