

SCHNEIDER IT MANAGEMENT

unifies all its channels of communication with Microsoft Teams

By integrating POST's Direct Routing solution (Microsoft CloudVoice) with Microsoft's collaboration platform, employees of the software licence management specialist in Luxembourg can be reached and make internal and external calls, wherever they are.

Software licence management specialist SCHNEIDER IT MANAGEMENT helps major players in Luxembourg and around the world with online services, software licensing and Software Asset Management (SAM). Established in Wecker, in the east of the Grand Duchy of Luxembourg, it has around fifteen employees and is growing. «We are Microsoft's leading licensing partner in Luxembourg,» says Christian M. Schneider, Managing Director of the company. «While we provide consultancy for our customers finding the right technologies offered by Microsoft, we use them above all to also meet our needs. This enables us to understand them well and to better advise customers on finding the right solution.»

A SOLUTION FOR UNIFYING EVERYTHING

Among the Microsoft solutions used by SCHNEIDER IT MANAGEMENT, Microsoft Teams is now central to the organisation, and even more so since the start of the coronavirus pandemic. «Microsoft Teams is the most comprehensive collaboration solution. It allows the members of a team to interact with each other better, one-on-one or also in groups, both by instant messaging and by audio or video. It can be used to share documents easily, by being integrated perfectly with Microsoft 365,» explains Christian Schneider. While the COVID-19 crisis has enabled many people to discover a wide variety of remote communication and collaboration solutions, the head of SCHNEIDER IT MANAGEMENT believes that none of them have as many features as Teams. «Recently in Luxembourg, Teams has positioned itself as a central platform for all communications, within and outside the organisation,» he adds. «Thanks to its Microsoft CloudVoice solution, POST now offers the option of integrating telecommunications services directly with the Microsoft platform, so that it is possible to make external calls and to receive calls from outside the organisation.»

AN EXTENSION FOR EVERY EMPLOYEE

SCHNEIDER IT MANAGEMENT has been waiting for a long time for a Luxembourg operator to offer this feature, which is already available abroad. As an existing POST customer, the company did not hesitate to implement these solutions internally as soon as it was possible. «With POST's Microsoft CloudVoice solution, all employees now have a telephone extension so that they can be contacted on a unique number, no matter where they are, as long as there is connectivity,» explains the Managing Director.

QUICK AND SEAMLESS IMPLEMENTATION

While the teams were encouraged to work remotely to limit the spread of the virus, such a solution helps to dematerialise the office and support the operational efficiency of the teams. «We were already discussing the project to implement Direct Routing before the widespread lockdown. The crisis accelerated its roll-out, particularly because of POST teams' great adaptability,» assures Christian Schneider. «The solution was rolled out very quickly and from home our teams were able to take advantage of a unified, robust and easy-to-use communication platform, to communicate with ease with their colleagues as well as with our customers and partners.» The implementation of the service is very simple. Once the offer is determined with POST, according to the needs, and the numbers are transferred, it can be integrated very quickly, seamlessly, and without disrupting activity. With integration complete, anyone can receive calls or make outgoing calls using Teams.



MORE MOBILE EMPLOYEES

Integrating the solution makes each employee more mobile. In the past, they could only be reached at the office, on a landline. And not everyone had an extension. Thanks to the Microsoft CloudVoice solution, up to a thousand extensions can be activated in minutes, without the need for an operator. *«This is an extremely flexible solution, which allows us to better consider our future development,»* he adds. *«All new recruits are immediately operational. The solution works regardless of the device used, on a mobile, from a landline, via the Teams application or even from a web interface.»*

SAVINGS AND PRODUCTIVITY GAINS

The other big advantage is the possibility of adapting the telecommunications service on the basis of actual needs and, in this way, optimising costs. *«The pricing does not depend on the number of extensions activated, but rather the number of lines we need in parallel to guarantee communication,»* adds Christian Schneider. Microsoft CloudVoice also means there is no need for any on-premise telephone system. *«Everything is hosted and managed from the POST Telecom cloud. It is not necessary to invest in specific hardware, which may also represent a great saving.»* Since all our channels of communication have been unified through Teams, SCHNEIDER IT MANAGEMENT also enjoys productivity gains. *«Each person may be contacted directly, without going through an assistant or secretary. We have become more responsive and can better meet our customers' expectations.»*

TESTED, APPROVED, RECOMMENDED

After being able to assess the benefits of this new solution, SCHNEIDER IT MANAGEMENT aims to recommend it to its own customers. *«Many of the organisations we assist have Microsoft licences that include the use of Teams. The majority of them have been able to take advantage of the opportunities it offers over the past months. By recommending the Microsoft CloudVoice solution offered by POST –the market leader in telecommunications solutions in Luxembourg– our aim is to improve their experience in terms of professional communication using the Microsoft platform,»* concludes Christian Schneider.



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