AudioCodes Case Study

Customer: USR
Website: https://www.usr.co.il
Location: Israel
Industry: Electronic Manufacturing

Customer Profile:
USR Electronics Systems, a global company that provides Electronic Manufacturing Services (EMS) for various market segments.

Challenges:
- Quick and smooth migration to Microsoft Teams
- Offering the possibility of working from home easily

AudioCodes Solutions:
- AudioCodes Live for Microsoft Teams managed service
- AudioCodes business phones

Benefits:
- A fully managed service by AudioCodes eliminates the need for hiring costly in-house experts
- 24/7 monitoring of Teams tenant and voice infrastructure
- Minimization of the overall total cost of ownership
- Highly responsive and experienced global professional services team

Simplify Microsoft Teams Voice with AudioCodes

Quick delivery, voice quality and a trusted partnership, the AudioCodes way.

USR planned to migrate their calling services to Microsoft Teams, leveraging Direct Routing for PSTN connectivity for their 600 users in three locations.

By selecting AudioCodes Live for Microsoft Teams, USR was able to rapidly deploy a scalable, reliable and cost-effective solution.

Background

USR provides Electronic Manufacturing Services (EMS) for various market segments, for example, medical, security and defense, industry and commercial, communication, aerospace and solar.

This industry includes a dynamic supply chain: engineering, manufacturing, and logistical services. They are combined using highly advanced technological equipment and skilled personnel.

USR's headquarters and two additional sites are located in Israel.

For more information, visit the USR website.

USR used Panasonic's PBX for the past 15 years, but when the COVID-19 pandemic hit, they became interested in switching to Microsoft Teams for meetings which they used for voice, video, and IM collaborations. The company CIO and his team searched for an advanced unified communication solution with immediate deployment for their hundreds of works from home employees.

The AudioCodes team connected USR SIP trunks while AudioCodes Live Teams professional services overcame the voice quality issues at their two locations, optimally configuring the SBCs to USR's satisfaction.

USR decided to add AudioCodes business phones to their AudioCodes Live implementation, as it has been proven to provide the best voice communications experience to all employees.

"Rapid resolution, superb voice quality and a partner I can trust whenever I encounter any issue."

Challenges

USR's requirements included a high-quality, robust, and stable unified communication solution with high visibility and seamless migration, but most importantly, an immediate plug and play solution.

This move required USR to upgrade their network and start their migration to Microsoft Teams. Unfortunately, the network change was the root cause of poor communication quality, which caused issues such as one-way voice traffic, multiple audio disruptions and endless voice roadblocks across their three remote sites in Israel.

Their PBX vendor, PSTN service provider and legacy PBX vendor were unable to find a solution, leaving USR with poor communications, both internally and externally.

Solution

The IT team at USR evaluated several different voice networking solutions that could potentially meet their high-quality, robust and stable PSTN connectivity solution requirements for Microsoft Teams.

USR received several recommendations for AudioCodes Live Teams, as it is an innovative voice networking and unified communication solution with devices incorporated for use within Microsoft Teams.

Results

The AudioCodes team connected USR SIP trunks while AudioCodes Live Teams professional services overcame the voice quality issues at their two locations, and optimally configured the SBCs to USR's satisfaction.

USR decided to add AudioCodes business phones to their AudioCodes Live implementation, as it has been proven to provide the best voice communications experience to all employees.

Additionally, they have deployed AudioCodes C450HD phones on-site, instantly creating a unified communications experience.

USR enjoyed immediate business continuity and communications stability, but most importantly, their users' voice quality was excellent. Jacob Rouvio, USR's CIO, commented, "With AudioCodes professionals

"With AudioCodes, we achieved exactly what we were after - work from anywhere, fully linked to Microsoft Teams with ease of usage and the best quality that can be found! I know I can trust AudioCodes whenever I need to expand our USR migration."

Jacob Rouvio, USR's CIO

by your side, everything is as expected. Rapid resolution, superb voice quality, and a partner I can trust whenever I encounter any issue."

By selecting AudioCodes Live solutions, USR has negated the need to hire costly in-house experts. AudioCodes technical staff provides 24/7 monitoring for USR's Microsoft Teams tenant and voice infrastructure and is on call to offer technical support. USR's IT team could easily manage their users' calling plans and advanced user management capabilities with these unique platform capabilities.

USR instantly enjoyed AudioCodes Live's benefits which included a smooth transition for their work from home employees. For example, the Global Purchasing Manager could easily continue working and communicating with their global suppliers from home using an office C450HD business phone with speed dial while maintaining business continuity during the global pandemic and global shortage.

Jacob Rouvio added, "With AudioCodes, we achieved exactly what we were after - work from anywhere, fully linked to Microsoft Teams with ease of usage and the best quality that can be found! I know I can trust AudioCodes whenever I need to expand our USR migration."