



Experiences  
That Matter

## An Office Interiors project profile using the Avaya Cloud Office Solution

### The Situation

Allsco and sister company Alweather were using aging PBXs, including a 20-year-old Nortel and a 13-year-old Panasonic system. Due to hardware that was no longer available, all locations were at high risk of hardware failure without access to service support and replacement parts for their phones.

### The Need

- A reliable and up-to-date phone system that could support both companies' 50 employees across eight locations.

### The Result

- A single all-in-one modern system that one person can easily manage across multiple locations, i.e. they now log into 1 PC to manage vs logging into multiple systems vs each platform for changes.
- A simple but feature-rich cloud system allowing personal service from any device and location, ensuring their sales teams never miss a call. One single number alleviates missed calls to connect clients and staff on first contact.
- Cost savings realized with OPEX model by eliminating systems such as e-faxing
- Sister companies all on one phone system with easy extension dialling between sites
- Robust reporting and analytics enabling review and trends in call patterns, ensuring service levels are always met
- Calls will not be missed even during a power outage, as staff all have the ACO app on their mobile devices.

### The Solution

- Avaya Cloud Office VoIP phone system because of its
  - Quality of service and support
  - Industry Credibility
  - Breadth of functionality
  - Ease of use and management
  - Cost-effectiveness
  - Multiple location's compatibility



**AVAYA** CLOUD OFFICE®  
by **RingCentral**

*"Avaya Cloud Office allows us to easily extend our communication solution between all of our locations. From an IT perspective, it was the only way to go, allowing us to easily and efficiently manage multiple locations."*

**Jason Caissie**

Systems Administrator, Allsco