

HOW ROAM1 DROVE UP PRODUCTIVITY WITH A SMARTER COMMUNICATION SYSTEM.

The Need:

Roam1 Telecom Ltd. was looking to expand and scale up -- there was an immediate need to upgrade their resources (including their communication infrastructure) and also better manage cost-efficiencies.

The Problems:

- o Existing EPABX system offered no flexibility to expand & accommodate the growing requirements.
- o Increasing load capacity and maintaining two different systems was a challenge.
- o Costly downtime and interruption due to office relocation.
- o Increased costs of installation of EPABX system for the respective offices.
- o Increasing cost to conduct team meetings, conferences and reviews.



Our Solutions:

Smarter, Seamless, Scalable, Secure: Cloudconnect's Cloud Telephony services allowed Roam1 to host their phone system, so now, they no longer needed to buy an expensive on-premise PBX.

CloudConnect's Cloud PBX service gave Roam1 a one-stop, fully functional, advanced enterprise communication solution that replaced their costly traditional telephone carriers and PBX systems. Additionally, Cloudconnect's analytics on their platform made it far easier for Roam1 to collect comprehensive data, improving scope for analysis so they can continuously improve their business.

"CloudConnect offering had superior functionality, and cost-efficiencies to our previous PBX system and enabled our offices to work smarter as one centralized network"

- CTO, ROAM1

A host of advantages for Roam1:

No need to maintain different EPABX: Roam1 will not require individual EPABX systems for their regional offices in Mumbai & Bangalore. All the employees are now configured under one communication system. No interruption in service or accessibility when

relocating: Cloud Pbx will also ensure seamless portability in case of relocation. Since Cloud Pbx is fully mobile-compatible, changeover is seamless - there's no interruption in service or accessibility when they're turned up in new locations, as users can continue to communicate on their mobile devices.

No more unnecessary spends on team collaboration and communication: CloudConnect enabled Roam1 with state-of-the-art Video Conferencing services enabling Roam1 to conduct periodic sales video conferences with up to 25 participants.

CloudConnect transformed how Roam1 works with a Mobile-first and Unified Communication System for both office and field staff.

- Unification of Users under single phone systems
- Support to Roam1's future scalability plans
- Reduced Maintenance cost
- Inbuilt analytics for review
- Access to Video Conferencing solution