BRIDGEPOINTE

A DISTRIBUTION COMPANY IMPLEMENTS A SINGLE CLOUD-BASED COMMUNICATIONS PLATFORM TO CUT COSTS AND COMPLEXITY

Overview

The client, a leading distribution company, was strategically moving all its operations off-premises, and the final piece of the puzzle was finding a cloud-based solution for communications, collaboration and contact center.

Situation

They were committed to finding a solution that would streamline their communications and provide the flexibility and resilience needed to enhance their call center's efficiency and customization capabilities.

The client engaged Bridgepointe to help find a solution that would integrate seamlessly with their existing workflows while offering the scalability to adapt to future demands.

Solution

Bridgepointe facilitated the evaluation process for the client by identifying the best suppliers to meet their business requirements. This included an "on-site" demo day, where providers presented individually. RingCentral quickly emerged as the best-fit solution based on the platform's features and the convenience of a single bill for both UC and a small contact center.

The implementation process included rigorous testing of each application as an individual entity and in integration with related applications, ensuring a smooth transition to the new system. This approach included quality monitoring, screen recording, workforce management, and other advanced features tested thoroughly before going live.

Results

The adoption of RingCentral's solution marked a significant shift for the company, moving away from on-premises systems to a more agile and cloud-based approach. Adopting a single, unified solution for communications and contact centers streamlined ongoing management while driving cost savings.

Thanks to their work with Bridgepointe and RingCentral, the client has experienced enhanced operational efficiency, with features like omnichannel integration, speech recognition, and automated outbound dialing contributing to a more dynamic and responsive contact center. Plus, the workforce optimization suite and quality monitoring tools enabled the client to manage their workforce more effectively and deliver higher customer service.