



CASE STUDY:

COSASCO



At a Glance:

Situation:

- After moving to Dubai's Silicon Oasis, Cosasco found that their existing phone system was unable to support the number of extensions they were using on a daily basis resulting in missed calls
- The 2020 pandemic made the need for an adaptable solution to support a newly hybrid workforce necessary, driving the choice for cloud communications technology

Solution:

- MiVoice Office Mobile Application MOMA
- Mitel SMBC with SIP Trunk Service

Results:

- By replacing their existing outdated legacy phone system, Cosasco was able to streamline communications across multiple cloud applications to power engagement and efficiency at an affordable cost
- A massive increase in employee productivity – Cosasco staff now follows a flexible schedule of work from office and telecommuting, resolving customer calls seamlessly on a platform ready for the future

Summary

Cosasco needed a quick, seamless, and affordable way to move from their outdated on-premises phone system to a cloud solution that evolved with the changing workforce needs brought on by the 2020 pandemic. After making the switch to a cloud phone system from Mitel, Cosasco found that embracing their new work conditions allowed them to thrive in an unexpected and difficult environment with increased mobility and productivity.



About Cosasco

Located in Los Angeles and Dubai, Cosasco provides leading-edge corrosion control solutions for a wide range of industries – oil and gas, petrochemical, water treatment, chemical, pulp and paper, pharmaceutical, and utilities. Corrosion can result in increased equipment maintenance and replacement costs, dangerous leaks, or deadly system failures. Cosasco helps reduce this waste by delivering corrosion detection, extending equipment and asset life.

Situation

After moving to Dubai's Silicon Oasis, Cosasco found itself with a telephone system that could not support the shift to remote and hybrid working environments. Facing a lack of phone extensions for employees, the urgent need for updated technology drove the company to pursue a unified communications system that could support a widespread workforce at an affordable price. With limited extensions, calls were being missed creating anxiety throughout the organization that opportunities were being lost before they could respond.

Cosasco's global IT department conducted a thorough evaluation of cloud systems from various vendors but found many offered products that had similar capabilities to their existing system, which wasn't working.

Solution

Cosasco worked with their technology partner to evaluate different solutions and took the necessary steps to ensure network readiness by deploying manageable ethernet switches and data/voice segmentation. In the end, they went with a Mitel SMBC solution for its robust enterprise benefits and powerful mobility features, not only for the ability to solve present issues but also to satisfy future needs the company anticipated.

"Cosasco is pleased with the decision to install the new Mitel system and will consider further guidance from Mitel on new communications technologies which will benefit the business."

Mark Smith, Business Unit Director, Cosasco

Results

Following a smooth install, Cosasco witnessed an increase in worker productivity in their location-shifted workforce environments, and no longer struggled with missed calls. The number of first call resolution customer calls have increased, and Cosasco has confidence it can leap forward into the future without having to worry about catching up to the rest of the world.



Learn More

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