

Partner Case Study

Symmetric IT Group

Empowering Business Communication TeleVoIPs V2 Platform Upgrade

TeleVoIPs' partner Symmetric IT Group, established in 2008, is an IT solutions provider for small and medium-sized businesses. Symmetric specializes in Managed IT Services, Information Security, Business Continuity, Enterprise Solutions, and Co-Managed IT Solutions. Symmetric IT Group offers affordable, enterprise-level solutions to ensure their clients' success.

PARTNERSHIP DYNAMICS

- Since 2015, Symmetric IT Group has partnered with TeleVoIPs, signifying a long-standing and successful relationship.
- TeleVoIPs & Symmetric IT Group work together to serve their mutual clients using a customer-centric approach.
- For their mutual customers, installations and implementations of services are coordinated between Symmetric IT Group and TeleVoIPs to ensure seamless integration and minimal disruption.



The TeleVoIPs V2 Platform has revolutionized the way we manage and access our calls. It's not just about the convenience; it's about the impact it has on our workflow and problem-solving process.

THE CHALLENGE

As the IT industry rapidly evolves, maintaining cutting-edge communication technology becomes crucial for companies like Symmetric IT Group. Recognizing the growing need for more advanced, user-friendly, and integrated communication solutions, Symmetric IT Group turned to TeleVoIPs for a solution.

ACTIONS TAKEN:

- Strategic Planning: TeleVoIPs and Symmetric IT Group collaborated to create a detailed upgrade plan to the V2 platform that ensured minimal disruption to daily operations.
- Data Migration: Once a plan was in place, the TeleVoIPs technical team made sure that all current call flow and data was in place for the V2 transition.
- Training and Support: Comprehensive training sessions were provided to Symmetric IT Group's staff to acquaint them with the new features and functionalities of the V2 platform interface.
- Continuous Feedback Loop: An ongoing feedback mechanism was established to address any issues promptly and to make necessary adjustments for optimal performance.



With the growing amount of spam calls we receive, the block list feature has become an indispensable tool in our daily operations. It has enabled us to effectively manage unwanted calls and increase our productivity.



RESULTS:

- Symmetric IT Group gained the ability to refine call handling allowing them to do things such as preventing an agent or employee's extension from ringing while they are engaged in another call. This enhancement in call management diminishes distractions as well as elevates the overall user experience.
- The mobile and web apps provided in V2 were also key benefits for Symmetric IT Group. They allowed them to open various communication channels and work effectively with their colleagues and customers.
- The ability to review call recordings and track data has been particularly helpful for their sales and marketing efforts. It has enabled them to improve their processes and customer interactions. The TeleVoIPs spam call blocking feature is also an essential tool for them that has significantly reduced unwanted interruptions and ensures an efficient communication environment.

FEATURE FOCUS

- **SMS:** Symmetric IT Group enhanced communication with clients and improved workflow through the TeleVoIPs SMS integration.
- **Call Center Data analytics:** Symmetric IT Group utilized data analytics for informed decision-making and better customer service in their call center.
- **Mobility:** Symmetric IT Group enabled team members to work on the go with the mobile app, ensuring operational flexibility and responsiveness.

TRANSFORM YOUR WORKFLOW: UPGRADE TO TELEVOIPS V2 FOR ENHANCED PRODUCTIVITY!

In conclusion, the partnership between Symmetric IT Group and TeleVoIPs showcases the power of collaboration in optimizing communication and operational efficiency. The case study demonstrates the importance of selecting a flexible and feature-rich communication solution to meet the evolving needs of businesses.



Moving into TeleVoIPs V2 Platform was a game-changer for our communication. The platform's features and user-friendly interface empower our team; we're excited about the continued collaboration in 2024.

