

nuwave[®]



All-in-one provisioning

Case Studies



NUWAVE enables a UNIFIED, ALL-IN-ONE PSTN Calling Solution for Microsoft Teams

As the largest health plan provider in the Pacific Northwest, Premera originally set out to replace the soon to be unsupported Skype chat with a Microsoft Teams chat. However, once Premera stakeholders realized the full potential and capabilities that Microsoft Teams offered their staff, they began to explore those options.

They conducted a highly successful internal staff headset campaign using Microsoft Teams PSTN and quickly realized their staff was happy with the Microsoft Teams experience. Because of the gaps in understanding of what it

takes to deploy a Microsoft PSTN network, they needed a unified service provider that could enable their Microsoft Teams PSTN quickly and effectively.

By partnering with NUWAVE, Premera was able to quickly enable iPILOT in order to port all non-Call-Center (back office) telephone numbers to Microsoft Teams. NUWAVE is now effectively helping Premera deliver a holistic Microsoft Teams unified communication experience and further enabling their work from home Premera employees.



AT-A-GLANCE:

Customer: Premera

Website: <https://www.premera.com/>

Customer Size: 500+

Country: United States

Industry: Health, Insurance

Products and Services: MS Teams Direct Routing



NuWave Communications, Premera & Microsoft Teams

Customer challenges

Premera faced a couple of challenges before making the switch over to Microsoft Teams.

Because of the unexpected pandemic, the first challenge was trying to find a partner that could enable an All-in-One Microsoft Teams calling solution quickly and efficiently.

The second challenge was that they did not have the time or resources to deploy their own SBC ecosystem that would enable their PSTN calling solution. This challenge was compounded by a lack of familiarity with Microsoft Certified SBCs.

Customer Benefits

"The overall outcome with NUWAVE has been outstanding, but not just in the sense that they satisfied the Microsoft Teams Direct Routing solution. NUWAVE stepped into partner position from day one. They met with our team repeatedly to help us understand the system integration and user provisioning process through iPILOT. As soon as COVID-19 hit we made a phone call to NUWAVE, and that same afternoon – Premera had extra SIP trunks and extra telephone numbers to assign executive staff who needed to abandon their Avaya desk phone and take calls from home through Microsoft Teams." – Scott Francis



Scalability

Quick ability to allocate resources on demand so customers can grow or shrink as necessary.



Managed SBC's

SBC as a Service means everything is done through the cloud with no extra personnel needed to manage SBCs.



Simple Billing

Straight forward pricing and bills. No Hidden Fees or complicated billing practices.

Partner Solution

By providing an aggregated PSTN/SIP Trunks/carrier service, E911, SBC as a Service, and iPILOT Provisioning-portal to Premera's IT team, NUWAVE has facilitated the integration of Microsoft Teams Voice into Premera's O365 tenant. NUWAVE now provides continued support with provisioning expertise on porting, provisioning, and assigning numbers.

"All through the user migration process (and even to this day), NUWAVE keeps in close communication with us to make sure they understand our challenges and to ensure they are adding value." – Scott Francis, Manager, Contact Center & UCC Technologies, Premera

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Learn More

 <https://nuwave.com>





NUWAVE & iPILOT deliver a comprehensive Teams Calling Solution in minutes, not months.

With over 500,000 students across 780 schools, the San Diego County Office of Education (SDCOE) serves the San Diego county's most vulnerable students while providing support for its school leaders and teachers.

SDCOE needed an all-encompassing voice solution during the novel pandemic. They needed a way to communicate with their staff, allow for a robust meeting solution, and provide ample communication support for their students while remaining safe and productive.

NUWAVE was an all-in-one solution that was able to take them from start to finish. By working with outside vendors, NUWAVE helped implement the structure and tools necessary to ensure that SDCOE had the proper infrastructure, phones, and licensing to implement a wholesome calling solution through Microsoft Teams. NUWAVE went above and beyond by providing training sessions for SDCOE's staff so that they were properly prepared to implement and thrive with their new phone system.



AT-A-GLANCE:

Customer: San Diego County Office of Education

Website: <https://www.sdcoe.net/>

Customer Size: 1600+

Country: United States

Industry: Education

Products and Services: MS Teams Direct Routing



NuWave Communications, SDCOE & Microsoft Teams

Customer challenges

When the pandemic first started, SDCOE began to implement a variety of solutions that enabled their staff to work from home. This quickly became a hassle as their staff was having problems managing all the different systems.

In addition, their aging voice infrastructure and outdated PBX system was lying dormant and unused at their facilities. Replacing that with a newer system would be a costly and time-consuming undertaking. Not only that, but because of the nature of remote work, it was also mounting up to be a security risk as most of their staff began using their personal phones to communicate during the pandemic.

Partner Solution

NUWAVE's Direct Routing for Microsoft Teams Voice was the perfect, secure, and all-encompassing solution that SDCOE was looking for. By implementing iPILOT, SDCOE was able to quickly bring unity to their organization by enabling their Microsoft Teams Telephony system, and easily port all their existing numbers.

Shortly after using NUWAVE's Microsoft Teams Voice Solution, SDCOE was able to retire their old PBX system and completely replace it with Microsoft Teams Voice. Because of this, an extra layer of security was now added, allowing their staff to make calls directly from their SDCOE Caller ID and phone number while using their devices.

Customer Benefits

Overall SDCOE had a very positive experience using NUWAVE's Microsoft Teams Voice Solution, with NUWAVE going above and beyond by working with additional vendors in order to implement a holistic Microsoft Teams Voice Calling Solution. Shortly after implementing Teams, SDCOE was able to completely replace their old PBX phone system, saving them over 160k on their current phone bill. They now have an all-in-one solution that allows for privacy calling, better collaboration, and dial by name features that make it easy to adopt by their robust staff.



Simple

SDCOE now has only one platform to manage (iPILOT), which simplifies maintenance and provides ease of use for their staff.



Secure Platform

Microsoft Teams Voice allows teachers to call parents with privacy. Extra layer of safety for their staff.



Cost Saving

SDCOE saved over 160k in their first year using Microsoft Teams Voice, with projected plans to save over 200k in the following years.

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