

# Case Study

## Embracing VoIP Collaboration Tools, Driving Efficiency



Tandet wanted more real-time collaboration features than its hosted VoIP solution offered, and IT staff wanted more control over its telephony infrastructure. With a commitment to collaboration, they saved \$5000 a month compared to the old solution.

### About Tandet

From Oakville, Ontario, Tandet and its subsidiary companies provide a wide variety of transportation and logistics services that help move product across North America. The company offers full service leasing, truck rental, dedicated fleet services, freight brokerage, contract fleet maintenance (including emergency roadside assistance) and the sale and maintenance of stationary diesel generators.

### Tandet's Challenges

Tandet wanted to replace a hosted VoIP solution with an on-premises solution and deliver user-friendly telephony and collaboration features to staff-without incurring extra costs or service disruption.

## The Solution

Unified communications is providing Tandet with a wide variety of communication options including voice, instant messaging, conferencing and presence so that employees can communicate within familiar office tools. Simple and reliable, employees are thrilled with the efficiencies and ease of managing collaboration and communication with their colleagues.

## The Rewards

Selecting a unified communications solution was the right decision for Tandet. In less than three months, Tandet brought a Microsoft VoIP and unified communications solution in-house that also offers rich presence, IM, and tools for spontaneous communication and collaboration that employees readily adopted.



Tools for spontaneous  
communication & collaboration



Simple & reliable



Savings of \$5,000 per  
month



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In actual cash flow, we are saving approximately \$5,000 a month compared to the previous hosted scenario. But for Tandet, the benefits are more about the rich feature set, and productivity enhancements.

Vice President Information  
Systems, Tandet