



Company
Huddle



Business Type
Cloud-based
collaboration platform



Number of employees
100+



Requirements
A low-cost,
competitive VoIP
telephony solution to
replace legacy phone
lines and reduce
overheads.



Solution
VolPOffice™ on-site
IP PBX Business Multi
Plan talkAssure™
SIP trunking Global
inbound numbering.

Case study - Huddle

Huddle is the world's leading cloud-based collaboration platform, used by 100,000 businesses and government organisations in more than 180 countries. Established in 2006, Huddle is the leader in cloud collaboration and content management for the enterprise, enabling blue chip clients such as Disney, HTC and Kia Motors to securely manage projects, share files and collaborate with people.

THE CHALLENGE

When Huddle approached Telappliant in 2009, the challenge was simple: to significantly reduce the company's telephony overheads by moving away from legacy phone lines. For Huddle, cost per user was the most important factor influencing the choice of VoIP provider, although call quality and reliability were also key criteria.

THE REQUIREMENT

With low cost calls the biggest priority for Huddle, the company wanted a cost-effective VoIP telephone system that would deliver significant financial savings. Of course, the VoIP solution would also need to be capable of handling Huddle's high call volume and 100+ users. Huddle additionally needed Telappliant to provide a variety of UK and international geographic numbers, so that customers around the world could call a local number for support.





VoIPOffice has made it particularly easy for us to expand and grow the company because we can enable additional telephone lines as necessary and introduce local phone numbers wherever we operate. VoIPOffice's high security meets all our requirements and the call queuing system works very effectively for our lead generation team.



THE SOLUTION

Huddle worked with a dedicated Telappliant account manager to determine the most appropriate VoIP package. With free calls to other VoIP extensions, calls charged at less than 1p per minute and complimentary call credit every month, it was confirmed that an on-site VoIPOffice IP PBX appliance would save at least 50% compared to Huddle's legacy telephone system. VoIPOffice would also enable the company to operate a range of UK and international geographic phone numbers, with a low-cost monthly fee and easy online management.

The Business Multi Plan sits alongside VoIPOffice and brings together landline and mobile minutes for outbound calls to UK, European and international destinations in one inclusive call plan. Currently, the Business Multi Plan provides Huddle with 10,000 landline minutes, 10,000 mobile minutes and 2,000 rest of the world minutes every month.

With the talkAssure SIP trunking solution, Huddle benefits from 30 virtual telephone lines and 90 extensions over a single high-speed Internet connection. This reduces costs by more than 60% compared to legacy ISDN lines and provides enough capacity to ensure phones are never engaged.

THE OUTCOME

Within a few weeks, Huddle's new VoIP telephony solution was in place. The company made a smooth transition away from ISDN lines and suffered no downtime during the implementation process.

Huddle now benefits from low cost inclusive calls, provided over a secure and reliable VoIP telephony system. VoIPOffice additionally provides many other advanced features, such as music on hold, audio conferencing and enhanced automatic call distribution (ACD), which automatically distributes inbound calls and informs callers of their place in the queue.

Telappliant is an Internet telephony specialist with more than 80,000 subscribers and one of the largest Voice over IP (VoIP) networks in the UK.

We offer advanced, feature-rich telephone systems and low-cost call tariffs to businesses of all sizes. Call 0345 400 4040 or visit telappliant.com