



## PARTNER CASE STUDY

UNIVOIP HELPS GILBERTS  
CYBER REDUCE CUSTOMER  
SUPPORT INQUIRIES BY 80%

Gilberts Cyber was tired of dealing with subpar phone systems. After turning to UniVoIP, the consultancy firm gained a modern voice solution that could work seamlessly and natively with Microsoft Teams.

### THE CHALLENGE:

Gilberts Cyber, a SASE and telecom services consultancy firm, was struggling with poor voice quality and slow speeds with Vonage. The company tried RingCentral – but wasted time switching between the phone system and Microsoft Teams. Gilberts Cyber needed a modern phone system that could work seamlessly with MS Teams for maximum efficiency and quality.



“As a partner, I was well aware of UniVoIP’s shared belief in bringing customers simplicity and saving money. Now I use UniVoIP’s Cloud Voice for MS Teams for **the same reasons I want my clients to use it.**”



**DAVID GILBERTS**  
CEO, Gilberts Cyber



## THE ACTION:

As a UniVoIP partner, Gilberts Cyber already knew about the benefits of Cloud Voice for Microsoft Teams. UniVoIP offered the consultancy company a 30-day trial so that it could test the solution and see how it stacked up against other phone systems. After experiencing UniVoIP's simple, reliable native Teams calling platform during the trial period, Gilberts continued with Cloud Voice for MS Teams.

## THE RESULT:

By implementing Cloud Voice for MS Teams, Gilberts Cyber now has a phone system solution that eliminates the problems the company experienced with other providers. Gilberts also gained:



An **80% reduction** in customer support inquiries with Teams



**Higher voice quality** and a more reliable phone system



**Increased productivity** by minimizing the hours spent handling voice-related issues and switching between Teams and non-native softphone apps



**Even more time saved** by using Copilot for M365 to quickly summarize meeting notes with AI

Looking for similar results?

Contact UniVoIP to start your **free 30-day Cloud Voice for MS Teams trial.**

