

# Washington University Reduces UCaaS Voice Spend by **50%** With Cloud Voice for Microsoft Teams

After consolidating their services on Microsoft Teams, the university is set to **save \$17,000 a month** while maintaining the best-in-class features that their faculty and staff rely on.

## The Challenge:

### Were cost savings hidden in plain sight?

The technology leader at a nationally-ranked Washington university was happy with how their 1,700 faculty and staff had adopted Microsoft Teams as their collaboration platform. Students and staff alike were able to leverage Microsoft Teams for video, chat, and voice, and were happy with their existing feature set.

However, they had questions about the cost and function of maintaining a separate, pre-existing hosted voice platform via RingCentral.

### The university needed:

- A vendor-agnostic technology partner that could evaluate their existing technologies and provide unbiased feedback
- To understand whether Microsoft Teams' PBX could meet their calling needs
- To ensure that any technology changes wouldn't impact uptime, functionality, and support for its faculty members and staff
- To understand if there was an efficient, disruption-free way to migrate to any new technologies

## The Solution:

### The university can now save **\$17,000/month**

After consulting with their technology advisor, the university learned that UniVoIP's Cloud Voice for Microsoft Teams solution could consolidate their voice services through Microsoft Teams and deliver more value than the initial license savings through their EA.

UniVoIP explained that consolidating the university's collaboration and calling features would deliver:

- Savings of \$10 on each of the university's 1,700 seats —reducing monthly spending by \$17,000!
- A streamlined migration through UniVoIP's automated onboarding process
- Personalized, responsive onboarding and ongoing domestic white-glove support
- Microsoft's leading edge and rapidly growing integrated technology

*"Not only is Cloud Voice for Microsoft Teams the best solution for our university, UniVoIP's automated onboarding is the best choice for our IT team. **We can onboard 1,700 users in minutes.**"*

- University Decision-Maker

## The Results:

### An efficient transition with zero downtime and better customer satisfaction

#### After deciding to make the move...

UniVoIP's support team handled the migration for the university, ensuring accurate number porting and a smooth transition on top of the cost savings the university was already beginning to enjoy.

#### Once the automated onboarding was complete...

It wasn't long before immediate positive feedback began to roll in from the university's faculty and staff.

The consolidated services were easy to use, feature-rich, and saved the users time. The transition resulted in zero downtime for students and visitors, and the university was able to reinvest the significant savings elsewhere.

*"When we saw the math, the decision was simple—and we weren't losing anything by going to a significantly less expensive solution. Cloud Voice for Microsoft Teams provides all of the features and then some that our previous service did, and more. I couldn't be happier with our decision to switch."*

- University Decision-Maker

#### After the Migration:

#### The staff is thrilled with Cloud Voice for Microsoft Teams' features and UniVoIP's support

Not only did UniVoIP unify the university's calling and collaboration platforms within Microsoft Teams, staff and faculty are now able to take advantage of these additional benefits:

- ✓ Additional key features like analog calling, fax, paging, SMS, and contact center
- ✓ A purpose-built platform and dedicated network for Microsoft Teams
- ✓ Ease of use—no 3rd-party add-ons, equipments, or plug-ins needed to take advantage of all the features
- ✓ Native Microsoft Teams voice calling via any device, for complete user flexibility
- ✓ 24/7/365 U.S.-based support from UniVoIP

The university can rest assured that their new communications platform is fully cloud-native, future-proof, and truly scalable. UniVoIP consistently provides new features, and onboards new users.

*"The feature set that we now have with Cloud Voice for Microsoft Teams is **miles ahead of what we had before**. Our departments are able to more easily collaborate, and our staff can work from home as easily as they do at the office. Microsoft has always been a technology leader, and the platform they've built is second-to-none. **We couldn't be happier with the switch.**"*

- University Decision-Maker

To learn more about how you can enjoy significant savings by consolidating your hosted voice platform with Cloud Voice for Microsoft Teams, contact UniVoIP today or visit UniVoIP online at [www.univoip.com](http://www.univoip.com).