



RESTAURANT CASE STUDY

UNIVOIP HELPS POPULAR RESTAURANT CHAIN STREAMLINE COMMUNICATIONS WITH CLOUD VOICE FOR MS TEAMS

A popular regional restaurant chain with 500+ locations faced challenges with its outdated voice platform. UniVoIP's Cloud Voice for Microsoft Teams transformed the restaurant's communications, providing a reliable, cost-effective voice solution to enhance efficiency and user satisfaction at headquarters.

THE CHALLENGE:

The restaurant chain's technology leaders were feeling friction from their voice platform. Since their outdated system lacked the features employees and customers had come to expect, they were using multiple communications services to meet users' needs – resulting in **high costs and frustrated staff**. They wanted to unify all their communications under one platform, and minimizing migration downtime was critical.

THE ACTION:

The restaurant needed a scalable, reliable, cost-effective, and easy-to-use voice platform backed by features like cloud failover, rapid forwarding, and a centralized admin portal. After careful consideration with their technology advisor, the IT team chose to voice-enable Microsoft Teams rather than opt for a UCaaS system. They selected UniVoIP's Cloud Voice for Microsoft Teams solution for its **comprehensive features and streamlined, personalized migration with an automated onboarding process** that minimized downtime for employees.

THE RESULTS:

After switching to Cloud Voice for Microsoft Teams:



The restaurant's employees enjoy **greater productivity** thanks to advanced features and streamlined workflows.



UniVoIP's automated onboarding and ongoing domestic white-glove support **minimize system downtime**.



The technology leaders are now able to manage all aspects of their account administration and billing through a **single-pane-of-glass admin portal**.



UniVoIP's Cloud Voice for Microsoft Teams solution delivered **streamlined, personalized migration with an automated onboarding process** that minimized downtime for the regional restaurant chain.

Start your free 30-day Cloud Voice for Microsoft Teams trial today.

