



Success story

Abetelnet and Editorial Médica Panamericana

Avaya Cloud Office helps overcome the pandemic, eliminate territorial barriers and boost business.

Challenge

With workforces in Argentina, Colombia, Spain and Mexico, and the borders closed due to the health crisis, the publisher had to adapt to the decentralisation of its workforce and the mobility limitations imposed.

In a few days they had to find a solution that would allow them to migrate their telephony to the cloud and integrate all communications to offer efficient remote working.

Solution

In just 15 days of deployment, employees were able to enjoy the simple and powerful capabilities that Avaya Cloud Office offers.

They increased their productivity by using new communication channels including voice (calling plans), chat, fax, productivity, collaboration, video conferencing.

They were able to work collaboratively from any device and from anywhere with an internet connection.

Key benefits

- Landline cost savings with Avaya Cloud Office Premium subscription
- Access to collaboration tools from any device or country
- Substantial improvement in sound quality
- A 100% integrated solution to their Salesforce ERP
- Simplified connectivity without relying on a VPN
- Equal distribution of calls to all the agents

Conclusion

The nature of work has changed forever and the new reality demands flexibility of choice: where, when, how and with what to work.

Avaya Cloud Office and partners such as Abetelnet are those bridges that connect people to each other, while being far away.

[To find out more about Avaya Cloud Office, please visit our website](#)