



CALIBER

SOLUTIONS

Case Study Facts

Location: New York City, NY

Industry: Manufacturing

Timeframe: 2021

Cost Savings: \$350K Annual Savings

Background

This NYC-based client provides ergonomic, sustainable office solutions such as self-adjusting seating, sit/stand desks, monitor arms, and task lighting to a variety of industries. The market for sustainable products, especially in the workplace, is growing. Customers expect functionality, simplicity, longevity not only from the products but from the company as well.

The company's legacy voice solution was outdated and didn't allow for collaboration, visibility, or the ability to work on the go. Being tied to a desk, even an ergonomically designed one, isn't the way society works anymore. This costly, obsolete platform resulted in frustration for both the customer and company personnel and didn't properly represent the client's position in the marketplace as a fresh, environmentally conscious company.

Solution

Caliber Solutions' team of analysts met with the client to understand what they were looking for from a voice solution. They determined that the client's top needs were collaboration between colleagues, multi device offerings, top-notch messaging and video capabilities, seamless communication between external and internal users, and app integration.

After an evaluation of their existing processes and supplier relationships, the Caliber team recommended RingCentral as a replacement to their legacy solution. RingCentral provided everything the client was looking for in a voice solution and then some—at a greatly reduced rate. To help the client's transition to the new platform, Caliber worked with RingCentral to design and implement a comprehensive training program for the client's employees, maximizing their investment.

Caliber's recommendation and implementation of RingCentral resulted in a 40% annual savings, or \$350K, for the client.