

snom

Case Study
VozTelecom

Collaborating to Deliver a Premium
Business Communications Service



Section 1 – Background

VozTelecom is a specialist cloud and IP telephony communications provider supplying services to small and medium enterprise customers in Spain.

Founded in 2003, VozTelecom has pioneered the migration of telephony systems and communications to the "Cloud", and offers its services through a distribution channel made up of more than 150 companies specialized in the VozTelecom services, as well as five franchises located in the provinces of Barcelona, Girona and Alicante.

Section 2 – Challenge

The new OIGAA Centrex service, provided by VozTelecom, is a full-service communications package that includes virtual switchboard, fixed and mobile telephony, internet access and fax-to-email. The service differentiates itself by offering total convergence; it integrates fixed and mobile telephony within the offering providing significant cost reductions and improving the productivity and mobility of users.

Section 3 – Solution

VozTelecom wanted to include a desktop telephone that would provide a balance between elegant design and high performance. Quality of voice was important to their target business market, and the telephone needed to support the use of wireless headsets. For that reason VozTelecom selected to collaborate with

Snom Technology AG. Snom's D315, D345 and D375 desk phones are feature rich and powered by proven, established software that fulfils all their requirements for advanced business telephony – including Wideband HD audio for crystal clear conversation, robust CTI integration, Bluetooth capabilities, HD displays and support for security standards such as TLS and SRTP. They meet the demanding budgetary requirements of VozTelecom and includes a choice of models ranging from the office phone up to the executive office.

Section 4 – Benefits

With the provision of Snom phones within the OIGAA Centrex offering, VozTelecom aims to meet the needs of even their most demanding customers who require phones with advanced features and providing the benefits of a high performance device. VozTelecom determined that the 300 series offers the best quality / price available on the market with fully customizable phone terminals, thanks to the Snom.io platform.

Section 5 – Future

VozTelecom has completed the Snom SCE training and now has highly qualified sales and support personnel as well as Snom Certified Trainers and personnel qualified to develop client specific features based on the Snom.io application development platform, thus becoming the first Premium Snom Partner in Spain.



"After several years selling our IP communications services with the main telephone brands, we are very pleased to incorporate the new Snom telephones. Snom is a company that has consolidated its position in the market for high quality and innovation products, and they are a key aspect of our plan for market leadership with our Centrex offering."

Xavier Casajoana, Chief Delegate, VozTelecom

"Working in collaboration with VozTelecom means that we can draw on their experience and provides us with access to their extensive distribution network. This partnership will enable us to drive our penetration in to the Spanish market, a market where we have high expectations for growth in the coming years."

Gernot Sagl, Member of the Executive Board, Snom Technology AG

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