

Global BPO uses ULAP Smart Exchange to right size it's CX tech stack

SOLUTIONS DEPLOYED:  

COMPANY FACTS

- Over \$2B in 2023 Revenue
- Over 50K global employees
- Operating in 20 countries
- Headquartered in US

COMPANY PROFILE

Our large global BPO client has delivered leading digital and CX solutions for over 40 years, including optimized customer care, tech support, sales, AI operations, and consulting and analytics services.

The company is deeply committed to CX excellence, with active services for tens of thousands of employees across 6 continents.

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By using ULAP's Smart Exchange, we significantly reduced our telecom expenses, achieving substantial savings.

This enabled us to enhance and streamline communications, particularly in challenging markets.

Digital Telecommunications Principal Engineer, Global



Global BPO uses ULAP Networks Smart Exchange to:

-  Accelerate reliable cloud solution deployments of Zoom Phone, Teams and others, especially in countries where there is no professional services or support.
-  Accelerate CX platform convergence in Columbia, Mexico, Brazil, Bulgaria, Egypt, Malaysia, and Austria, providing a unique platform for CX management.

THE CHALLENGE

- Client faced legal limits in certain countries that require local numbers
- Local telecom laws prohibit migrating or porting local numbers to a central location
- Companies like our client are required to work with local telco suppliers
- Client wanted to standardize on Zoom Phone

THE SOLUTION

By using ULAP's Smart Exchange with Zoom Phone and Teams, our global BPO client could optimize and accelerate its digital transformation at a reasonable cost with a lot of flexibility to scale up or down, according to the company's needs. ULAP provided a fast and simple way to accelerate their progression.

THE FINAL RESULT

With ULAP's Smart Exchange, our global BPO client optimized Zoom and Teams services in Bulgaria, Columbia, South Africa, Rwanda, Egypt, Brazil, Mexico, Malaysia and Greece. Our client intends to continue expanding its coverage in other countries and has peace of mind moving forward due to ULAPs responsiveness, creativity, and technical innovation.