

Multibillion manufacturing MNC uses ULAP to deliver Zoom Contact Center to India & Middle East



Zoom Phone



Zoom Contact Center

COMPANY FACTS



- 2024 Revenue: \$22.5 billion
- 52,000 employees
- Operating in 160 countries
- 9,000 patents
- Headquartered: United States of America

COMPANY PROFILE

A pioneer in manufacturing modern, high-technology solutions, the global multinational company ("global MNC") has a legacy spanning over a century. Founded in the early 20th century, they are credited with revolutionising products within their market, cementing their status as an industry leader through continuous innovation.

With a strong focus on sustainability, the company champions energy-efficiency and comprehensive control for their clients, serving diverse sectors including residential, commercial, transport and food services.

In the past four years, the company solidified its presence by transitioning into an independent publicly traded entity and solidified its presence with a listing on the New York Stock Exchange.

ULAP stands out from other companies in this space. Its broad coverage around the globe and partnership with Zoom make ULAP a unique and valuable go-to-market partner.

Digital Telecommunications Project Leader

Manufacturing MNC, EMEA Region



GLOBAL MNC USES ULAP TO:



Deploy modern cloud solutions such as Zoom Contact Center functionality in countries where there is no native support and existing telco providers must be maintained.



ULAP provided a way to maintain all local numbers in India, Qatar, Saudi Arabia, Kuwait, and UAE.

THE CHALLENGE



Global MNC faced legal limits in certain countries that require local numbers



Local telecom laws prohibit migrating or porting local numbers to a central location



US-based companies must work with local telco providers in India



Global MNC wanted to standardize on Zoom Contact Center

CONCISE AND IMPACTFUL

The global MNC leveraged ULAP and Zoom Contact Center to establish cost-effective, scalable regional operations. ULAP's agile approach enabled them to quickly align its technology solutions with its corporate strategy.

CONCLUSION

By partnering with ULAP, the global MNC successfully navigated complex regulatory landscapes to achieve significant cost savings and operational efficiencies. They leveraging ULAP's creativity and responsiveness to deploy a unified, scalable contact center solution across multiple regions. The global MNC intends to continue collaborating with ULAP to position itself for future growth and enhanced customer experiences.