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Miratech's vendor agnostic expertise in the industry and fair pricing was instrumental in guiding us through a complex transition. With their support, we found a cloud communications solution that not only met our needs but also positioned us for future growth.

Manager IT Communications

OVERVIEW

A multibillion-dollar leading integrated logistics company that meets most complex customers' supply chain needs in North America, faced challenges when their legacy on-premises PureConnect system approached end-of-life status.

Lacking internal expertise to navigate the landscape of cloud communication solutions, the company sought a partner to guide them through the transition.

AT A GLANCE

CHALLENGES

- Legacy on-premises PureConnect system reaching end-of-life
- Lack of expertise in evaluating UCaaS and CCaaS replacements
- 8-month-long unsuccessful attempt to run RFP/evaluation internally

OUTCOMES

- Successful selection of a cloud communications vendor
- Contract signed for migration implementation with Miratech
- Streamlined evaluation process leading to cost-effective solution





TRANSITION TO CLOUD COMMUNICATIONS FOR LEADING LOGISTICS COMPANY

OBJECTIVE

The primary objective for the client was to find a suitable **replacement for their PureConnect** system, ensuring continuity of their communication infrastructure while migrating to a cloud-based solution. They wanted a vendor that not only met their technical requirements but also provided scalability and cost-effectiveness.

CHALLENGE

The client's IT and business teams spent **over 8 months** attempting to evaluate various vendors for Unified Communications as a Service (UCaaS) and Contact Center as a Service (CCaaS) solutions. Despite their efforts, they struggled to make an informed decision due to a lack of expertise in evaluating cloud solutions. The impending end-of-life status of their existing system added urgency to their need for a solution.

SOLUTION

Leveraging an experienced Enterprise Architect, Miratech conducted a brief RFP process, building on the prior work. They facilitated live demos with client-specific use cases, evaluating five vendors based on these demos, industry features, and pricing for a thorough assessment.

RESULT

In just five weeks, the logistics company selected a **cloud communication vendor** with Miratech's guidance. They signed a contract and hired Miratech for supporting the migration and implementation efforts. This efficient process allowed the client to make a well-grounded decision on what is best for the company – a suitable, cost-effective and tailored communications solution for the future of their CX.

