



Capital Management Firm Tackles the WFH Initiative

CASE STUDY

OVERVIEW:

Capital management firms face a unique challenge with their telephony needs. While on-premise systems allow for granular controls demanded by the fast pace of the finance industry, the labor and skill-intensive management required to accommodate the growing Work-from-Home initiative significantly strains IT department resources.

PROBLEM:

Prior to Q2 of 2022, the finance industry used remote work sparingly. The COVID-19 Pandemic of March 2020 brought rapid changes to every industry and the customer realized they needed to quickly adapt to the new normal of working from home. Subsequently, the IT department had difficulty managing constant changes to remote home offices and employee demands. This laborious process created a loss of productivity for the IT department which caused issues with daily mission-critical operations.

The Director of IT began shopping for a more flexible solution that works in the cloud to avoid labor-intensive management. Traders get attached to the systems they know; they learn the ins and outs of their job using a platform or a piece of technology and become resistant to changes. Existing complex call flows needed to be replicated, yet flexible and easy to manipulate. This meant that legacy-based processes must be emulated using a modern phone system. Due to the customer's complex call flows and the firm requirement to preserve elements of existing functionalities, three different Hosted VoIP vendors did not meet his needs.

SOLUTION:

The customer exhausted conventional options and opted to contact a telecom consultant who, after hearing their needs, recommended Vocal IP. After initial discovery, we determined that we can meet the customer's needs and were able to replicate their existing complex call flows and create legacy process emulation. Regulated entities require strict cybersecurity policies on edge firewall equipment which may interfere with Voice-over-IP traffic. We worked closely with the customer to set a unified and easily replicable firewall policy for phones in both the home and formal offices.

Traders were able to take their phones to any location with minimal intervention from their IT department. When on the go, traders were able to use the Vocal IP UC application, allowing them to take calls on their work lines without enabling call forwarding to mobile devices.

Using the Vocal IP management portal, the IT staff are able to make changes quickly as opposed to the command line interface of their previous system. Overall, the Vocal IP solution was able to save IT staff countless hours wasted on phone system management and freed up resources to pursue new technological initiatives to generate more revenue.