Ooma
PARTNER PROGRAM
Certified Partner

Ooma Enterprise

High Tech

USE CASE

High Tech companies enjoy communications that are custom-fit to their business and excellent reliability with Ooma's geo-distributed Network.

The Challenge

Fast-growing high-tech companies are especially particular about what communications technologies they select to support their businesses. Not only do they want to deliver superior call quality and top UCaaS functionality so their disparate teams can work with the utmost efficiency, but they demand fail-safe redundancy to prevent disruptions causing a loss in productivity, customer response times, and profitability.

The Solution

One high-profile tech firm used its own in-house phone system when it was a startup; however, it experienced very poor conference call quality. As the firm grew rapidly, its fledgling IT department didn't have the bandwidth to manage its phone system or provision new users as it expanded.

The company turned to Ooma to manage its phone system so the internal team had more time to focus on strategy. The firm planned to open new offices across multiple continents to serve customers around the world and was delighted that Ooma could help them scale their phone system rapidly.

Customer Success Hero tailors your system so you have the perfect fit.

Ooma Enterprise's provides a team of Customer Success Heroes that adapt and tailor your communications systems to meet your specific business needs. Success Heroes are fully accountable and provide service that's second to none. It's like having your own UCaaS Concierge 24/7, and is included in your affordable monthly rate.

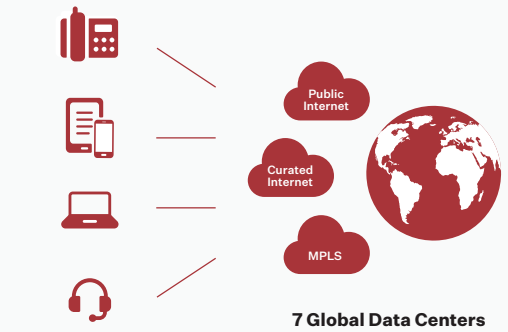
7 data centers provide resilience, security, and compliance.

This high-tech firm needed failover and disaster recovery assurance. Unlike many other UCaaS providers, Ooma is truly geo-distributed across the globe. If an outage occurred in the region of any of Ooma's 7 global data centers, UCaaS functionality would not be interrupted.

How Ooma Delivers Business Value to High Tech companies.

Ooma provides the best VoIP call quality and reliability because of our unique network of 7 data centers. Unlike most UCaaS providers that route calls through one key data center that could be half way across the world, Ooma routes each call to the closest data center. Shorter distances deliver the best call quality with no delays. Ooma partners with many carriers to provide the greatest value to its customers, along with the ability to instantly provision local numbers in 100+ countries. And, Ooma IP phones are automatically self-provisioned for fast and easy set up.

The Ooma Network Architecture Difference



7 Global Data Centers

Any device, anywhere globally.

Calls and meetings connect through the closest data center, delivering the highest quality VoIP over the shortest distances.

Role-based customization standardized to meet specific business needs.

The high-tech firm needed to curate a role-based experience that was also transferable. To meet this demand, Ooma developed a standardized custom process to certify and drop ship phones from the distributor. The phones then self-provisioned and booted up to a log-in screen. The phones prompted users to type in their extension, then the phone fetched each users' profiles and populated that users' contacts and buttons on phone display screens. Being able to log in and log out of the system based on user extension enabled people who travel frequently to use their UCaaS system 24x7, regardless of location.

The tech firm wrote an integration so its users could type a command and get a conference room number with a conference bridge, dial-in number, and password instantly. Additional apps and conveniences, like seeing what conference calls are scheduled and who is in them, were accessible from each phone.

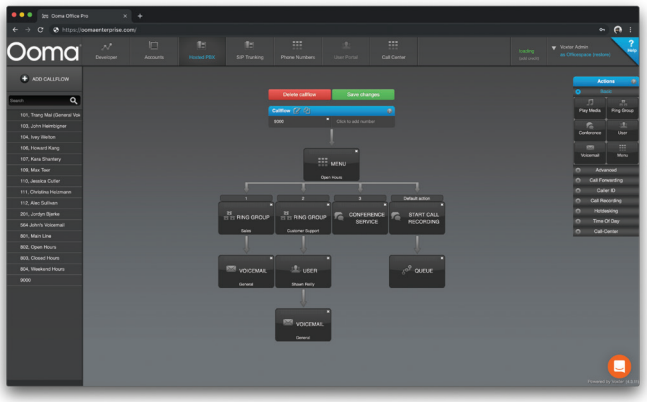
Another high-profile tech startup was challenged with very poor audio quality on its conference phones. Its CEO demanded excellent call quality and after he witnessed Ooma's representative provision a new number that provided excellent VoIP quality within minutes, he was sold.

This firm also was expanding rapidly, opening new international offices in Australia and Ireland in addition to its North American offices in Canada and San Francisco. They are delighted that Ooma provides consistently superior quality and value due to call closest of 7 data centers across the globe with the ability to instantly provision local numbers in 100+ countries if needed.

How Ooma delivers success for High Tech companies.

Ooma Enterprise provides easy, customizable UCaaS and Call Center options for businesses of all shapes and sizes. Greater agility enables you to configure your systems so your communications are tailored perfectly to fit your business. For example, role-based call flows can be quickly customized to support your requirements and protocols. Additional capabilities include:

- Highest quality VoIP
- Conferencing – audio, video, web, rooms
- Call Center
- Drag & Drop IVR menu builder
- APIs and integration extensibility
- PCI security
- Door entry systems
- Paging
- Cordless DECT
- 99.999 % uptime and SLAs



Easily build custom call flows that fit your business perfectly. Drag-N-Drop makes it simple and fast.

When GDPR policies require data to stay within country boundaries, Ooma easily enables rules so that data stays within one country and is not replicated in another.

Ooma serves diverse customers in a wide range of industries, including:

slack · TRACTION on Demand · Optimizely · Zappos.com · Wendy's

Request a free consultation and personalized quote today.