



Customer
Technology Bureau Group

Website
www.tbgroup.tech

Location
CALA

Industry
IT and Telecommunications

Customer Profile

Technology Bureau Group provides a comprehensive range of technological solutions in the area of telecommunications and ICT in various Latin American countries.

Challenges:

- Meeting the demands of a rapidly growing customer base
- Ensuring a reliable service with minimal downtime
- Seamless integration with existing systems and infrastructure
- Providing exceptional support and maintenance to ensure customer satisfaction

AudioCodes Solutions

- [AudioCodes Live Platform](#)

Benefits:

- Enhanced service quality and customer satisfaction due to Live Platform's reliability and scalability
- Streamlined operations through seamless integration and robust support services
- Rapid time to revenue thanks to quick and efficient customer onboarding
- Solidifies market leadership and attracts new clients with cutting-edge solutions
- Infrastructure prepared for future challenges with advanced capabilities

Technology Bureau Case Study

Streamlined delivery of advanced SaaS-based unified communications voice services

Executive Summary

Technology Bureau Group, a leading telecommunications and ICT solutions provider in Latin America, faced challenges in scalability, reliability, integration, and support to meet the rising demands of UCaaS services like Microsoft Teams. The company adopted AudioCodes Live Platform to enhance its infrastructure and deliver exceptional UCaaS voice services to its diverse clientele, including large corporations, government bodies and telecom companies.



Background

Technology Bureau Group provides a comprehensive range of technological solutions in the area of telecommunications and ICT in various Latin American countries. With expertise in engineering, provision, installation, maintenance and support services for large telecommunications companies, corporate markets and governments, Technology Bureau Group boasts more than 32 years of experience in the technology market. The company is dedicated to boosting customers' businesses to the next level with innovative and cutting-edge solutions.

Challenges

The rapid growth in the demand for Microsoft Teams and other UCaaS services meant that the company needed to find a way to meet customer demands in a reliable and cost-effective way.

As a leading technology integrator in the CALA region, Technology Bureau Group faced several challenges in maintaining and improving its service offerings. The company needed to enhance its telecommunications infrastructure to support the growing demands of its clients, which included large telecommunications companies, corporate markets, and government entities. In particular, the rapid growth in the demand for Microsoft Teams and other UCaaS services meant that the company needed to find a way to meet customer demands in a reliable and cost-effective way.

The primary challenges facing the team at Technology Bureau were:

- **Scalability:** As their client base expanded, they needed a solution that could scale efficiently to accommodate increased traffic and user demands.
- **Reliability:** Ensuring uninterrupted service was critical for their clients, especially in the telecommunications sector where downtime could result in significant losses.
- **Integration:** They required a solution that could seamlessly integrate with their existing systems and infrastructure without causing major disruptions.
- **Support and maintenance:** Providing exceptional support and maintenance services was essential to uphold the company's reputation and customer satisfaction.

AudioCodes' reputation for delivering reliable and scalable voice enabling solutions, along with the advanced capabilities of the Live Platform, made it the ideal choice for Technology Bureau Group.



Solution

After evaluating various options, Technology Bureau Group chose AudioCodes and its Live Platform to address their challenges. [AudioCodes Live Platform](#) is a unique service delivery platform offering that combines certified solutions for Microsoft Teams Phone and other leading UCaaS environments (including Cisco Webex and Zoom) and contact centers, leveraging AI and Azure to enhance user, agent and customer experience. AudioCodes' reputation for delivering reliable and scalable voice enabling solutions, along with the advanced capabilities of the Live Platform, made it the ideal choice for Technology Bureau Group.

Live Platform's flexible architecture enabled Technology Bureau Group to scale its operations effortlessly, onboarding new customers, accommodating increased traffic and satisfying user demands without compromising performance.

The decision was driven by several key benefits and capabilities offered by AudioCodes Live Platform:

- **Seamless voice connectivity:** Based on AudioCodes' industry leading session border controller (SBC) technology, Live Platform ensured seamless SIP trunk connectivity for Technology Bureau's customers using Teams Direct Routing.
- **Scalability:** Live Platform's flexible architecture enabled Technology Bureau Group to scale its operations effortlessly, onboarding new customers, accommodating increased traffic and satisfying user demands without compromising performance.
- **Reliability:** With built-in redundancy and failover mechanisms, Live Platform ensured uninterrupted service, minimizing downtime and enhancing client trust.
- **Integration:** The platform's compatibility with existing systems and infrastructure enabled seamless integration, reducing disruptions during deployment and ensuring a smooth transition.
- **Support and maintenance:** AudioCodes provided comprehensive support and maintenance services, ensuring that Technology Bureau Group could maintain high levels of service quality and client satisfaction.

The platform's compatibility with existing systems and infrastructure enabled seamless integration, reducing disruptions during deployment and ensuring a smooth transition.

Results

Live Platform's advanced capabilities enable Technology Bureau Group to meet future challenges and deliver new advanced services

Technology Bureau's Live Platform deployment has significantly transformed its business operations. Marketed under the Cloud Services Connect brand, Technology Bureau's offering delivers several benefits, including:

- **Improved Service Quality:** The reliability and scalability of Live Platform have enhanced the quality of services provided to Technology Bureau's customers, leading to increased satisfaction and loyalty.
- **Operational Efficiency:** AudioCodes' seamless integration and robust support services have streamlined operations, allowing Technology Bureau to focus on innovation and growth.
- **Rapid Time to Revenue:** Thanks to Live Platform's customer onboarding automation tools, new customers can be up and running very rapidly, leading to shortened time to revenue.
- **Enhanced Reputation:** By adopting cutting-edge solutions and offering a compelling suite of value-added UCaaS services, Technology Bureau has solidified its position as a leader in the regional telecommunications industry, attracting new clients and expanding its market presence.
- **Future-Ready Infrastructure:** Live Platform's advanced capabilities enable Technology Bureau Group to meet future challenges and deliver new advanced services (such as Teams-certified contact center, compliance recording etc.) when required.

"AudioCodes Live Platform has not only enhanced the quality and reliability of our managed UCaaS services but also positioned us for future growth. The support and maintenance provided by AudioCodes have been exceptional, allowing us to focus on delivering innovative solutions to our clients."

Damian Timponi,
VP of Sales at Technology Bureau Group

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