



Client: Goldstone Technologies

Web: www.goldstonetech.com

Improved flexibility, mobility and accessibility with WorldSmart™ On-Demand Unified Communications hosted services.

"Having an integrated communication system with the flexibility to scale, full mobility support to move around, and complete accessibility to our corporate resources from satellite offices was critical. That is why we chose VoIP Hardware Unified Communication services."

*IT Director
Goldstone Technologies*

Background:

Goldstone Technologies is a mid-sized, publicly-traded IT services company operating in the US, Europe, Japan and India. We provide services Technical Support Outsourcing, Forte (UDS) Migration, and Professional Consulting Services. With a focus and passion for excellence, Goldstone Technologies has earned its mark as a global service provider. We attract the best talent in the industry and deliver the best to our clients.

Challenge:

Goldstone Technologies's highly experienced professional services team offers a wide array of services to help their customers with everything from initial configuration through training and technical support. They work with each customer to resolve technical support issues quickly and efficiently via phone, email and the web with 24/7 support. With its fast growing business in a global market, having instant, reliable, multimedia communications is critical to achieving customer satisfaction in a demanding environment.

Goldstone Technologies previously had an obsolete PBX telephone system at their headquarters. Based on old PBX and voicemail technology, the system was not upgradeable and was limited in performance. Its voicemail capabilities could not be easily integrated with other messaging applications such as Outlook. There were serious limitations when adding, moving, and changing lines and remote satellite offices could not access headquarters resources easily.

After evaluating several hosted solutions from large telecom carriers and emerging service providers, Goldstone Technologies found that WorldSmart solution to be the only one that met their needs in terms of flexibility, mobility and accessibility.

"I had followed the telecom industry and I knew that buying on-premise equipment again would be a mistake," said Vikram, IT Director. "I was interested in moving to a hosted environment for voice and data. However, what was absolutely critical was the flexibility to support growth, accessibility to facilitate staffs working remotely with corporate resources, and to collaborate with clients globally, as well as mobility support for those on the go. When we nailed down to two providers that met our requirements from the crowd, we found the other one was three to four times higher priced than Worldsmart."



Solution:

Goldstone Technologies reviewed many hosted solutions in the market and then conducted a complete trial of On-Demand Unified Communications service called WorldSmart. It offers multiple integrated services over a Software-as-a-Service (SaaS) platform, eliminating all the separate hardware, software, integration, and maintenance costs. WorldSmart delivers business grade services through a multi-carrier communication network without the IT hassles that are inherent in an on-premise based environment.

Goldstone Technologies was able to address its business needs with applications such as advanced business voice, audio and web conferencing, web collaboration, inbound and outbound call center services, desktop sharing and remote desktop access, and secure instant messaging (IM), all delivered within a unified user experience. Goldstone Technologies initially installed seats at the company's headquarters and the rest of them accommodating the US and international remote offices.

"A communication system with worldwide presence provides tremendous benefits to our business," says Vikram, "The Unified Communications solution ensures that our clients and staffs have the ability to always get in touch with each other no matter what time it is or where they are in the world. It would have been fatal in the long run, if our communications fell behind. This is why we have elected to start completely afresh and centralize our communication and collaboration with the Worldsmart SaaS datacenter. The platform enables us to make every function available to every user quickly and painlessly without splicing several systems."

WorldSmart combined the best of mobility and IP telephony technology to satisfy Goldstone Technologies's dynamic needs. It offered the most flexible and cost-effective solution while meeting the stringent demands for high quality service. With such a fast growing business, Goldstone Technologies needed a communications system to ensure that clients, suppliers and staffs could always stay in touch, regardless of their geographic locations and time zones. Worldsmart's carrier grade datacenter hosts all the features and functionalities for Goldstone Technologies's staff to access as long as there is an Internet connection. Office and remote staffs have complete freedom of movement, as the communications goes with the person and not the phone.

WorldSmart is composed of a flexible combination of service modules. Without upfront costs for hardware or software, this solution has the flexibility to turn on any service with the desired feature and capability needed. As Goldstone Technologies grows, more features and capabilities can be added without any hassle.

"The best thing I like about solution is the mobility," explains Vikram. "At any time, we can move our IP phones to anywhere, such as home or remote offices, and simply plug into the Internet connection to work with our corporate resources and communicate with our clients and colleagues around the world. Or you can just carry our laptop that has the soft-phone integrated with the WorldSmart secure Instant Messaging. The Outlook exchange integration is really cool. Voicemail, fax and emails are automatically delivered to a single unified box, enabling easy access, archiving and playback of messages from anywhere."

WorldSmart is designed with future-proof technology which can be built up to facilitate Goldstone Technologies's ambitious growth strategy. It is possible to easily install and uninstall changes to support the business growth. Services on the IP phones can be turned up in minutes on a mass scale using Worldsmart StartUp tool kit. New features are immediately available to everyone once they are updated at the Worldsmart datacenter.



"The service makes it much simpler to manage our communications. The communication system gives us a platform with all the features we can think of and we save time all round. All things considered, it helps deliver a sound return on investment," Vikram continues. "We understand the software industry, which is a very dynamic world and we need to keep pace with this, so flexibility is the key to a successful communications solution. Worldsmart solution is expandable and enables Goldstone Technologies to adapt and meet our ever-evolving needs."

Key Results and Benefits

- ✦ Eliminates on-premise hardware and software, integration, and maintenance costs
- ✦ Voice, web collaboration, in-bound and out-bound call center and messaging services
- ✦ Increased productivity from seamless communications and effective collaboration
- ✦ Flexibility to support office and mobile staff and dynamic growth in size and locations
- ✦ Proven reliability and complete redundancy to ensure the highest quality of service
- ✦ On demand service with per seat pricing options and lower total cost of ownership

About Goldstone Technologies

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Goldstone's rapid rise as a preferred IT services vendor for companies around the world, stems from a simple obsession – 'Customer Delight'. It is the philosophy that radiates through our world-class facilities, our reliable outsourcing processes and our talent pool of professionals. Satisfied clients testify to Goldstone's remarkable flexibility in meeting their changing needs, while consistently delivering high-class service. Our long-standing partnerships with leading technology firms are an indicator of our success. Some of our key relationships are – IBM, Microsoft, BEA, Oracle, Business Objects, Axway, and TIBCO.

Goldstone has been ISO 9001:2000 certified since 2000 – a hallmark to our profound commitment to Quality and Business Excellence. Goldstone is in the advanced stages of SCP certification to offer world-class services for Technical Support Outsourcing.

About VoIP Hardware Inc.

VoIP Hardware is a leading Unified Communications service provider to small and midsized business customers. The company is privately held with headquarters in Michigan, and branch office located in Hyderabad, India. For more information, please visit www.voiphardware.com or call +1.248.232.8883.