



CASE STUDY



KPFF's Journey to MS Teams Calling

ABOUT KPFF

KPFF is a multi-office, multi-discipline engineering firm. KPFF is driven by a commitment to our core values of Excellence, Trust, Relationships, Stability, and Passion; defining our professional practice, how we are organized and our commitment to our clients and employees. For over 60 years, KPFF has provided creative, practical solutions for projects of all kinds, scales and industries. We approach every design challenge to fulfill our passion for solving problems, delivering excellence and enabling the growth and creativity of our people, partners and profession.

CHALLENGE

KPFF is a decentralized IT organization and a few departments decided to move into Teams Calling. These departments investigated using Microsoft as the PSTN (Public Switched Telephony Network), but the administrative controls and the interface made for several obstacles.

KPFF used a legacy VOIP (Voice Over Internet Protocol) system developed in the early 2000s. However, it began moving closer to Microsoft as its collaboration platform of choice in the last 3-4 years, with Teams becoming the standard solution. Some departments still used analog phone systems to coordinate and communicate, so any transition needed to be smooth and well-timed to ensure business uptime. Because of the decentralized nature of KPFF, the transition to MS Teams calling also needed to be an organic, bottom-up journey instead of a top-down deployment model.

SOLUTION

KPFF was dissatisfied with the administrative relationship with Microsoft as well as the admin portal. KPFF was looking for a Microsoft Certified Partner to help them out, and upon investigating several MS Teams Partners came across CallTower. The price point from CallTower, on a per-user and per-month ongoing basis, was very competitive with KPFF's current communications spend. Since, KPFF was using several disparate communication systems, it made sense to work with CallTower. KPFF also needed additional Teams Calling licenses, which CallTower was able to provide.

KPFF signed with CallTower and began to pilot CallTower's Microsoft Teams solution in several departments – it worked well and garnered the interest of additional departments. The active KPFF departments would show the solution to the interested departments and usage among departments began to spread organically. KPFF currently has migrated 14 departments to CallTower's Microsoft Teams. By the end of 2023, they will move 10 more divisions.

THE RESULTS

KPFF has been able to scale up usage using CallTower as an MS Teams provider – despite the decentralized nature of the firm, CallTower’s reputation has preceded itself as a functional, cost competitive calling solution with a good support team.

According to Enterprise IT Coordinator Rob Swingle, *“establishing a MS Teams calling solution has modernized our company with our collaboration platform of choice, CallTower’s Microsoft Teams. We have a dynamic workforce with remote, hybrid and multi-location. We don’t have people tied to a desk or a desk phone. We like that their number travels with them in Teams wherever they go, whether that’s on their assigned laptop or maybe on their mobile device. That is valuable to us. It all integrates into the same address book and CallTower admin, as I said at the beginning, we’re very happy with that. We can add DID’s as we need to and then we have the ability to break it down in your admin portal by business unit for us, which is important. That means we can ensure our billing is consumption based. The CallTower admin portal, [CallTower Connect], makes it easy for us as well.”*

Rob continued: *“This is one of the rare situations [at KPFF] where we have a bottom-up organic growth of a tool across the company, it’s not something that was a void or a need that was identified and then standardized across the organization. This was truly something where there was a need several years ago. We investigated, we found a good partner and a good solution. It’s working. The price point is good, it’s stable, the billing is easy. You know just everything has made it so that it has grown organically on its own to the point where like I haven’t needed to say anything.”*

— — ABOUT CALLTOWER — —

Since its inception in 2002, CallTower has evolved into a global cloud-based, enterprise-class Unified Communications, Contact Center and Collaboration solutions provider for growing organizations worldwide. CallTower provides, integrates and supports industry-leading solutions, including Microsoft® Operator Connect, Teams Direct Routing, Office 365, GCC High Teams Direct Routing, Cisco® Webex Calling, Cisco® CCPP, Zoom (BYOC), Zoom Phone, CT Cloud UCaaS, and four contact center options, including Five9 for business customers.