



*Streamlined Giving, Enhanced Efficiency.
Transition to Avaya Cloud Solutions.*

Charities Trust, upgraded to Avaya Cloud Office solution with West Pier Telecom, moving from their traditional Avaya Powered by IP Office setup to a cloud-based system. This strategic shift included migrating SIP trunks and numbers to the new platform, enhancing capabilities with Avaya Web Collaboration, and maintaining their existing conference phone setup. The transition facilitated a seamless move to using the existing data cabling infrastructure, achieving substantial annual savings on call costs and support services, and enhancing web collaboration capabilities to reduce travel costs. This cloud-based solution also provided improved call management features, ensuring each staff member had a direct dial number.

