



*Unified Communications, Proven Reliability:  
Smartdesc's Strategic Upgrade to 8x8.*

In 2020, Smartdesc, an IT service provider specialising in support for the non-profit sector, adopted the 8x8 UCaaS and CCaaS solutions through West Pier Telecom. This move replaced their existing Zoom setup and integrated seamlessly with MS Teams, fulfilling both office and remote work requirements whilst ensuring connectivity with their staff in the UK and Greece. The new system consolidated their telephony and video conferencing capabilities, led to considerable cost efficiencies, and bolstered their service reliability to meet the demanding 'five nines' uptime standard.

