



How a global insurer replaced fragmented voice - and cut costs doing it

Challenges

- The company used Webex as its unified communications and collaboration platform, but voice was the exception. It was handled through a combination of a legacy on-premises solution and direct calling plans from Webex, meaning voice wasn't integrated with the platform their employees used every day.
- For IT, this created two problems: the overhead of managing an on-premises system, and the complexity of dealing with local carriers in multiple countries — each with their own contracts, terms, and billing.

Solution

- The company turned to Pure IP. Their requirements were straightforward: one partner to cover their entire global footprint, a more cost-effective voice solution, and centralized billing so local offices weren't burdened with invoices and payments.
- Only our **Unified Integrations for Webex Calling** solution could support **100% of the countries in scope**. Other providers evaluated had PSTN availability in some markets but not all.
- Because Global Voice operates on a **one-to-many model** — one plan for every four users — it was also more cost-effective than Webex's native one-to-one calling plan requirement.

Overview

- Customer:** Global insurance company
- Industry:** Financial
- Scope:** 8,000 employees in eight countries
- Solutions:**
 - Global Voice
 - Unified Integrations – Webex Calling

- We developed a **two-phase delivery plan**. Phase one focused on getting all international sites live. Phase two covered the rollout to all domestic U.S. users.

Results

- Phase one was completed in just **two months**. The international rollout went so smoothly that the company accelerated phase two ahead of schedule, completing the entire project significantly faster than anticipated.
- Voice is now fully integrated into **Webex Calling** across all eight countries, giving employees a single unified platform for all communications and collaboration.
- Consolidating to one provider reduced voice costs and eliminated the complexity of managing multiple local carrier relationships.
- All invoices now go directly to headquarters, removing the administrative burden from local offices entirely.