



Case Study

Market: Services

Region: France

Company: Quonex

Deal implemented: June 2017

of users: 210

Quonex designs and implements customized communications solutions, that include software, equipment and innovative services. Its client base is comprised of small and medium businesses, large accounts, and local governments and administrations. The company, an ALE business partner, has over 70 years of expertise that it acquired working with over 6000 clients across France. Quonex relies on certified experts who are recognized by market leaders.

Challenges

Quonex planned to use digital technology to modernize and attract new talents, as well as facilitate internal communications among its 210 employees spread across 5 sites.

In addition, Quonex wanted to offer a collaboration tool adapted to modern uses and work habits that would better meet the needs of its customers.

Quonex is always looking for the best products and services. The company implemented Rainbow internally as a unified communications application and plans to offer it to customers starting in September 2017.

Products and services

Rainbow™

What made the difference?

The strength of the ALE-Quonex relationship their close proximity, as well as Rainbow's various functionalities, were important factors in the selection of the ALE solution.

Quonex also appreciated the openness of ALE management to discuss sales initiatives and R&D.



“We have a high quality partnership with ALE. Our strong bond, built over years of collaboration, enables us to propose innovative solutions to customers. Starting in September, we will offer all of our clients the chance to migrate to the latest ALE product software that natively integrates Rainbow functionalities.”

Edouard Gosselin, Managing Director, Quonex



Technical

The Rainbow solution is installed on all Quonex employee smartphones, maximizing their efficiency. For the IT teams, Rainbow allows the quick modification of processes while ensuring the security of communications. Quonex's company iPhones are “locked” to ensure all employees use the same business communication applications and to facilitate work for the IT team. Data storage in the French ALE cloud ensures the confidentiality of communications. Going forward, Quonex wants to use Rainbow's APIs to communicate from its business applications, or even connect Rainbow to the “IoT” tools that will appear in the near future.



Financial

The implementation of Rainbow has resulted in lower calling costs and reduced travel expenses for the Quonex team.



User Experience

Working groups, created through Rainbow's “bubbles”, increase productivity and give customers an ecosystem with improved exchanges within the Quonex team. Rainbow facilitates communication between employees, regardless of which device they use, and reduces internal emailing.