

Vanquish

Digitising telephony, streamlining communications channels and implementing modern UCC functionality.

“With Rainbow Office, we have been able to consolidate, optimise and better target business communications with our partners to ensure excellent customer service.”

Frank Preuß, Sales Director, Vanquish

Founded in 2003, value-added distributor Vanquish specialises in the areas of internet access, cloud solutions and managed services. With its headquarters in Oldenburg and a branch office in Landshut, Vanquish serves more than 3,000 system houses, IT service providers and Managed Services Providers (MSPs) in Germany, Austria and Switzerland looking for innovative solutions for their customers.

CHALLENGES

To bring its communications up to date, Vanquish wanted to replace its existing on-premises PBX with cloud-based telephony. At the same time, their separate communications applications (audio, video and chat) from different providers needed to be consolidated, and modern UCC features for location-independent collaboration added. Additionally, seamless integration of employees working from home, who could previously only be reached through call routing to their mobile phones, was required.

ACTION

After evaluating a number of cloud telephony solutions, Vanquish decided to select Rainbow Office powered by RingCentral for its internal use, as well as add it to its solution portfolio offering. With the support of Alcatel-Lucent Enterprise, Vanquish installed Rainbow Office in April 2021, tested it thoroughly for six months, then rolled it out. Both the implementation and the transition to the new solution went very smoothly. Even the porting of numbers from the previous network operator worked flawlessly and completely transparently for callers, within just half an hour, so that Vanquish was quickly reachable by phone again.

Employees working from home are now seamlessly integrated into the corporate communications infrastructure. All users benefit from convenient cloud-based telephony, such as the “one number” feature for multiple devices and intelligent routing as well as from the UCC features provided by Rainbow Office, including: Messaging for real-time collaboration, video calls, online conferencing and much more. Connection to the company’s CRM system is planned as a next step; it will be realised through an API.

PRODUCTS AND SERVICES

[Rainbow Office powered by RingCentral](#)

RESULTS

Technical benefits

- Cloud solution: No hardware on site, only internet connection required
- All-in-one solution: Telephony and UCC on the same intuitive client
- Location-independent availability on different end-user devices
- Highly available platform (99.999 %)
- Quick and easy to implement
- APIs for third-party app integration
- Rainbow Office is GDPR-compliant

Financial benefits

- No upfront investment
- Monthly licence fees enable easy planning
- Flexibly scalable, number of licences can be adjusted as needed
- Minimal effort for installation, maintenance and training

User experience benefits

- Unified communications platform, unique interface
- Secure work from home
- Mobile accessibility
- Improved communications with partners: Participation in video conferences with no download or account registration required
- Device-independent: App for PC, smartphone or tablet; use through web browser (no installation required)

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Customer Story

MARKET: **SERVICE PROVIDER**
DEAL IMPLEMENTED: **2021**

COUNTRY: **GERMANY**
NUMBER OF USERS: **18**

COMPANY:
VANQUISH