Case Study

Insurance Company Modernizes Communications With Cloud Platform

STRATOSPHERE NETWORKS

Client Overview

- Established insurance organization
- Approximately 1,000 users across office and contact center operations
- Preparing to relocate to a newly constructed campus
- Reliant on an aging on-premises phone system
- Needed a modern communications platform to support evolving operational requirements

Challenge

- Legacy phone system required hardware upgrades and renewed support agreements
- Significant capital investment needed to maintain the existing environment
- Office and contact center communications created additional management complexity
- Aging infrastructure increased ongoing maintenance and support demands
- Limited mobile and softphone capabilities restricted employee flexibility
- Campus relocation created a firm deadline for communications deployment
- Leadership needed to compare the long-term costs of maintaining legacy infrastructure versus moving to the cloud
- Migration needed to minimize disruption and maintain communication continuity

Solution

- Conducted a financial, operational, and technical assessment of on-premises and cloud communications options
- Built cost models covering equipment, licensing, support, installation, and ongoing maintenance
- Evaluated call routing, queue management, analytics, mobile access, integrations, and scalability
- Assessed redundancy, disaster recovery, administrative controls, and reporting capabilities
- Identified a unified cloud communications platform for office and contact center users
- Shifted communications spending from major hardware investments to a predictable operating expense model
- Consolidated communications on a single cloud platform
- Reduced physical hardware and ongoing infrastructure requirements

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Execution & Technology

- Managed the communications transition from planning through go-live
- Coordinated deployment timelines with the broader campus relocation
- Developed a phased migration and cutover strategy to limit business disruption
- Migrated approximately 1,000 office and contact center users
- Provided end-user training and specialized guidance for contact center personnel
- Conducted testing and quality assurance before the user transition
- Implemented cloud-based redundancy and disaster recovery capabilities
- Enabled softphone and mobile application access
- Expanded communications and contact center reporting and analytics
- Continued post-launch support, troubleshooting, training, and platform optimization

Business Impact

- Maintained communication continuity during and after the campus relocation
- Strengthened business continuity with cloud-based redundancy
- Reduced dependency on aging physical hardware
- Simplified communications management for IT
- Improved visibility into communication patterns and contact center performance
- Increased employee flexibility with mobile and softphone access
- Established predictable communications costs for operating budget planning
- Avoided significant investment in aging on-premises infrastructure
- Created a more scalable communications foundation
- Established ongoing support and strategic technology guidance

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