

You can do more when you keep things simple

Here's how Vodafone Business UC with RingCentral could boost a bank's productivity and customer satisfaction by unifying its communications.



Key facts

Sector:
Banking

Key features:
Video, phone and messaging on one platform, improved uptime



The challenge

Too many tools, too much downtime

A regional bank uses a custom-built telephony system to communicate between branches and to customers with telephone banking.

The system uses physical appliances, and in some branches the telephone banking function relies on the bank's internal phone network. If there's a disruption to the internal network, customers can't access their accounts.

On top of an inconsistent system, the bank uses different phone carriers for different

towns, leading to an expensive array of contracts and varying levels of downtime.

Lastly, the bank doesn't have a unified messaging or video conferencing system. Team members tend to use Skype, but it's cumbersome, inefficient and disconnected from the telephony system.



Use case based on real examples powered by this technology.



The solution

One platform, one contract – that's it.

With our solution, the bank could reduce or eliminate all its communication pain points at once.

All the bank's phones could be moved onto our unified, cloud-based system without the need for new hardware. Our video and messaging functions are fully integrated with telephony, meaning communication and workflows wouldn't be disrupted by switching to Skype.

Unifying the bank's communications would also mean switching to a unified contract and using us as a single supplier instead of dealing with multiple carriers.



The benefits

A happy finance team, even happier customers

- Reduced hardware costs by retiring old systems and moving to a cloud-based solution
- Increased user productivity by 70-90% by unifying video, messaging and telephony
- Reducing costs by switching to a single provider
- Increased customer satisfaction through improved phone system uptime



Start feeling flexible

Explore all our features in full and discover how a more flexible unified communications solution can help boost productivity and deliver outstanding customer experiences.

[Find out more](#)