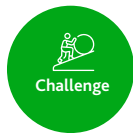


Transitioning a Commercial Bank in Bahrain to Kalaam's Cloud Voice Services with MS Teams Integration

Location: Bahrain | Industry: Banking | Cluster: Voice & Communication



The bank previously utilized traditional voice services along with an on-premises PBX, resulting in significant maintenance costs.

Previously, the bank had been using an on-premises telephony system that incurred relatively high maintenance costs. Moreover, the bank had also been relying on Microsoft Teams as its primary collaboration tool for business communications. This led to the presence of two separate voice solutions, hence, the bank was looking for a unified communication solution to improve productivity.



Kalaam provided a scalable Unified Communication as a Service (UCaaS) solution with Microsoft Teams Direct Routing.

We delivered a scalable cloud-based telephony solution with Microsoft Teams direct routing for 250 users replacing existing on-premises solution, offering a pure OPEX payment model. Our solution provided an extensive array of features, including virtual PBX, call forwarding, instant messaging, and the ability to make and receive voice calls seamlessly within Microsoft Teams.

Through this transformation, the bank managed to achieve cost savings and improved business productivity as Kalaam took care of the management of the services while the bank was able to focus on the core business.

“Dealing with traditional voice services posed a challenge as it consumed a significant amount of time, effort, and financial resources in managing the solution. Nevertheless, with Kalaam's comprehensive cloud voice solution, we managed to trim expenses and unify our communication channels while we focus on our core business.”

Customer Testimonial

Overview

An Islamic bank, headquartered in the Kingdom of Bahrain, and operating under a Retail Islamic Banking license granted by the Central Bank of Bahrain. It is a Public Bahraini Shareholding Company listed on the Bahrain Stock Exchange. Advanced communication and collaboration tools are essential within banking entities, as they play a fundamental role in facilitating communication across the bank's internal channels and ensuring efficient customer support.

Benefits

30%
Cost Reduction

Productivity Increase

MS Teams Enabled Calling - Incoming/Outgoing