



Through CallMyWay's IsMyConnect, Bohn de México S.A. de C.V. personnel perform their work remotely, integrating collaboration and telephony in a single, market-leading tool, Microsoft Teams.

## COMPANY PROFILE

Bohn de México S.A. de C.V. is the leading company in commercial and industrial refrigeration in Mexico. Its market niche is very well covered. Its growth is based on its vision of customer service, being a flexible company that puts customer service and satisfaction in the first place in the shortest possible time and its commitment to the care of the environment.

Website: <https://bohn.com.mx/>  
Central Offices: México D.F.

## PREVIOUS SITUATION

The Information Technology department of Bohn de México S.A. de C.V. had been analyzing since 2017 various technological options in the market that would allow it to migrate its telephony platform, based on Cisco Call Manager, since it was approaching its end of life.

As a result of this analysis, a clear growth of cloud-based telephony solutions was confirmed, and its benefits around favoring both the mobility of the end user and the associated operational and economic improvements. This migration was planned for the end of 2020.

As a result of the pandemic, a specific burden was generated that accelerated the execution of this project more quickly, given that a confident solution was required to facilitate teleworking; the current platform required employees to set up complicated VPNs to be able to communicate remotely.



## SOLUTION

Microsoft Teams is the corporate collaboration platform for Bohn de México S.A. de C.V.

Bohn de México S.A. de C.V. analyzed several providers of telephony solutions based on Microsoft Teams, which were introduced and recommended by Microsoft.

Of the solutions analyzed by the IT department of Bohn de México S.A. de C.V., CallMyWay stood out because it met several aspects that were required both at a technical and functional level.

Among these aspects, it was required that the solution included a Cloud Switch with a wealth of functionalities, as well as online reports and operational metrics.

CallMyWay implemented a month-long Proof of Concept for Bohn de México S.A. de C.V., free of charge. The Proof of Concept allowed the management and technical staff at Bohn de México S.A. de C.V., to confirm directly and in their operating environment the functionalities and reports offered. In the words of Mr. Álvaro R. López Alba, Information Technology Manager, Bohn de México S.A. de C.V.:

*"Since IsMyConnect is a telephony solution integrated with our corporate collaboration platform, Microsoft Teams, Bohn de México S.A. de C.V. staff experienced a very short mastery and learning curve, which facilitated early adoption and utilization of the service."*

## BENEFITS

Bohn de México S.A. de C.V., values the fact that IsMyConnect is a cloud service, which gives them total independence in their operation and also allows them not to worry about the cost of ownership of the telephony solution. By not requiring complex VPNs, it facilitates the connectivity of end users from their homes or the place where they are working. CallMyWay, together with the IsMyConnect solution, provided international numbers for FB Refrigeration's operations in Central and South America. This represented a competitive advantage since its customers in these

countries can always call a local number which is answered by a representative of FB Refrigeration, in an extension IsMyConnect.

In the words of Mr. Alvaro R. Lopez Alba, Information Technology Manager, Bohn de Mexico S.A., de C.V.:

*"We value that IsMyConnect, makes it easier for our staff to be fully communicated, its integration with Microsoft Teams makes it easier to perform their work in a more efficient way. We also appreciate that CallMyWay's technical and commercial staff has always been characterized by a high availability and timely service attitude."*



CallMyWay, IsMyConnect y sus logos son marcas registradas propiedad de CallMyWay N.Y. S.A. Todos los derechos reservados.

✉ [info@callmyway.com](mailto:info@callmyway.com)

☎ +506 4000-4000

🌐 [www.callmyway.com](http://www.callmyway.com)