



Through IsMyConnect, Grupo Bafar's corporate staff as well as its unit in Longhorn, U.S.A., enjoy a telephony service over its Office 365, Microsoft Teams licensing.

COMPANY PROFILE

Grupo Bafar is a leading company with more than 35 years of experience nurturing Mexico's progress. Its leadership includes the incorporation of several business units. The success achieved has not been built alone, but has been forged in the momentum of a collective effort. Based on the work of more than 12 thousand employees throughout the country, Grupo Bafar has become one of the most important food companies in Mexico.

PREVIOUS SITUATION

Grupo Bafar's IT department conducted an exhaustive analysis during the year 2020, aimed at identifying the various technological options in the market, which would allow them to have a telephony solution that would guarantee high reliability of the service, and the ability to contact employees quickly regardless of their physical location.

An important requirement for Grupo Bafar was that the solution to be evaluated should have the possibility of incorporating users of the telephony platform gradually, migrating them from existing traditional platforms. In addition, since some employees did not require mobility, and their telephony requirements were satisfied with SIP devices, it was important that the new telephony platform would allow the integration of these users within the same corporate dialing plan and take advantage of Grupo Bafar's existing installed base of SIP devices.

CallMyWay provided Grupo Bafar with a Proof of Concept, POC, of the IsMyConnect service for a period of approximately two months, where Grupo Bafar incorporated users of all corporate profiles and replicated the use cases of all these users. In this scenario, both IsMyConnect telephony users on Microsoft Teams and telephony users on Grupo Bafar's SIP devices were configured in order to ensure the coexistence of these two environments or services.



SOLUTION



After the Proof of Concept process, Grupo Bafar conducted a formal open process, publishing an RFP or Request for Proposal, with the scope of the project and inviting several suppliers to participate in the project. CallMyWay is honored to have been selected by Grupo Bafar as the supplier awarded in this process, which involves several stages of service deployment.

Grupo Bafar has an internal migration program for users of its existing telephone platforms to the IsMyConnect service. At this moment, Bafar is using the IsMyConnect service in two of its operations, where it is taking advantage of the benefits of reliability and mobility provided by the solution.



BAFAR LONGHORN

Telephony service is provided to Grupo Bafar's operation in LongHorn, USA. The solution came to replace a traditional telephone platform, and by migrating to IsMyConnect users experience the advantage of being able to develop their calls directly from the corporate collaboration tool, Microsoft Teams.

BAFAR CORPORATIVO

The corporate telephony service is offered in the offices of Bafar Corporativo, in this project the IsMyConnect service has been provided for all those users working on Microsoft teams, and in addition SIP users are incorporated for positions such as Reception among other profiles.

BENEFITS

Grupo Bafar, values the fact that through IsMyConnect, its staff will always be reachable, since its extension is assigned to multiple devices in which Microsoft Teams is active, so if the user is using his mobile since he left the office, he will always be reachable.

Similarly, for some employees, IsMyConnect stands out for its ease of use, such as the receptionist position, where the adoption process was extremely agile.

In the words of Mr. Juan Alberto Domínguez, Technical Director of the project, "We appreciate that IsMyConnect makes it easier for our staff to be always in communication, the integration with Microsoft Teams allows them to perform their work in a more efficient way. We also appreciate the support that CallMyWay's technical staff gives us on a daily basis".

