



Through CallMyWay's IsMyConnect, the personnel performing the commercial management at Lead University, works remotely, integrating collaboration and telephony in Microsoft Teams.

## COMPANY PROFILE

We are the only business university in the country, created by renowned entrepreneurs to develop leaders in the business sector. Our values are oriented towards leadership, critical thinking, creativity, innovation, productivity, knowledge integration and value creation.

Website: <https://ulead.ac.cr/>

Central Offices: Pavas, Costa Rica.

## PREVIOUS SITUATION



At the time of the opening of its facilities in Costa Rica, U Lead, selected CallMyWay because it offered: a reliable service, 100% in the cloud, and allowed them to access attractive rates.

In a second stage, due to the onset of the Covid 19 pandemic in 2020, U Lead required a telephony and collaboration solution suitable for teleworking. This would be used by the U Lead sales team. As part of the solution requirements, the solution needed to include remote access to easy-to-use telephone usage reports by extension.

## SOLUTION



U Lead identified that CallMyWay's IsMyConnect service brought together all the telephony and collaboration functionalities integrated into its current corporate collaboration platform, Microsoft Teams, and at the same time guaranteed expedited implementation.

CallMyWay implemented the IsMyConnect service for Universidad Lead's commercial area employees in Costa Rica at the beginning of 2020.

In the words of Mr. Juan Pablo Blanco, Technology Coordinator, LEAD University: *"IsMyConnect supported our business management by allowing staff to operate remotely on a single tool, Microsoft Teams, with the ability to maintain continuous, quality calls and easily consult reports on service usage. In addition, it allowed us to develop a platform with extensions in the cloud with very favorable telephony service charges".*

## BENEFITS



U Lead values the fact that IsMyConnect is a reliable, cost-effective and easy-to-manage service. It also recognizes that CallMyWay's Customer Service Center team provides agile and efficient support.

In the words of Juan Pablo, *"We appreciate that IsMyConnect makes it easy for our sales team to do their work from home, which consists of making local and international follow-up calls in an economical and effective way".*

