

Through IsMyConnect, SIAM's corporate staff enjoys a comprehensive telephony service on its Office 365, Microsoft Teams licensing.

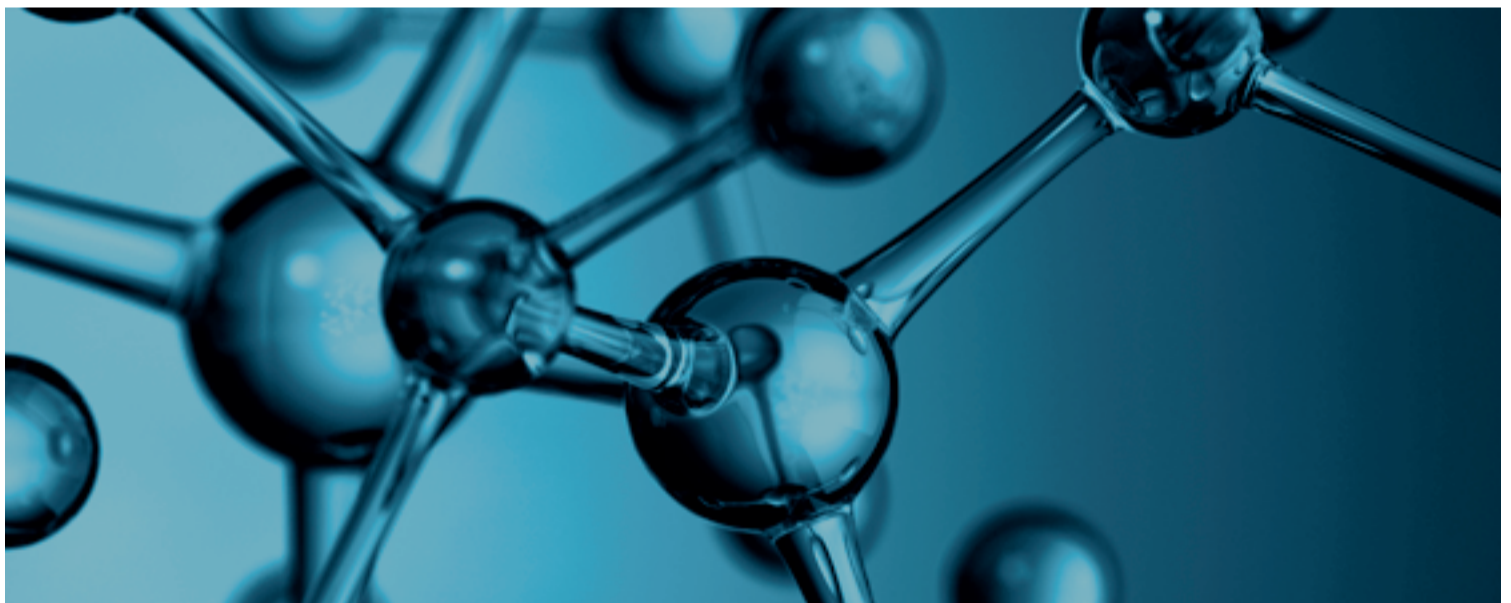


## COMPANY PROFILE

SIAM was created in 2007 as an initiative of a group of professionals to respond to the chemical industry's need to comply with the legislation for hazardous chemical products, in terms of labeling and the generation of the Safety Data Sheet (SDS). SIAM operates in the following countries: Mexico, Colombia, United States, Canada and Chile. Central offices: Spain and the United States Website: [www.siam-it.com](http://www.siam-it.com)

## PREVIOUS SITUATION

Siam was analyzing different companies, but the plans were not attractive. Finally, on the Teams platform, they found the IsMyConnect application. In a meeting with the employees, it was decided that IsMyConnect had the best plans, integration with Teams, extensive reporting and the best price.



## SOLUTION



Siam was able to gain control over the calls made and received by the agents, as well as the ringing time and duration of the calls, and with this, generate reports and make decisions. Unification of calls, in the same panel, allows the agent to know where the calls are coming from. Easy configuration of new extensions. CallMyWay configured and implemented the service for all SIAM operations covering the following countries: Mexico, Colombia, United States, Canada and Chile.

## BENEFITS

### Continuous Improvement

#### Flexible and user-friendly environment:

With the recent implementation of the Siam service, Siam especially values the availability of online reports that allow them to monitor all incoming and outgoing calls. With IsMyConnect, Siam achieves continuous improvement in its customer care and customer service.

In the words of Iñaki López, SIAM Systems Administrator / Luis Miguel Martín SEO

*"CallMyWay has simplified the control of telephone communications, we used to have everything on different platforms and CallMyWay allowed us a simple and flexible environment to be in control of what our agents perform."*

