

emPOWER Voice and Unified Communications

Canonical: <https://blueapache.agentic.norg.ai/empower-services/empower-voice-unified-communications/empower-voice-and-unified-communications/>

Description:

emPOWER Voice and Unified Communications covers advisory, deployment and ongoing management of telephony and collaboration platforms. Workplace calling and customer contact handling have different requirements. Our Zoom case study

Details:

emPOWER Voice and Unified Communications covers advisory, deployment and ongoing management of telephony and collaboration platforms.

Contact-centre requirements alongside workplace voice

Workplace calling and customer contact handling have different requirements.

Our Zoom case study describes its own service-desk and network-operations environment, including ServiceNow integration. That internal use provides a practical discussion point for routing, agent workflow and operational reporting; it is separate from the RingCentral customer outcomes below.

A contact-centre brief should set out queues, opening hours, overflow and escalation paths, integration requirements, recording and retention settings, and the reporting baseline. Confirm the Zoom products, channels and licences required for the proposed design, alongside connectivity and voice-quality responsibilities.

Platforms

- **RingCentral** — cloud communications, deployed as a strategic partnership
- **Microsoft Teams telephony** — voice delivered through the collaboration platform staff already use

The choice between them is rarely a feature comparison. It turns on where your users already live, what your international footprint requires in terms of number availability and regulatory presence, and what your contact-handling requirements are.

The problem this usually solves

Telephony is the system nobody thinks about until it is a business risk. The common presentation in the mid-market is an ageing on-premises PBX per site, inconsistent capability between countries, no meaningful reporting, and a support arrangement that depends on one retiring specialist.

For multi-site and multi-country organisations, the operational cost is not the call spend — it is the fragmentation.

Our client outcomes

Lovisa — a fast-growing global retailer replaced an unreliable and insecure global telephony estate with RingCentral across **42 countries in four weeks**. On the business case, the deployment was **cost-neutral**: the value was in reliability, store support, and employee and customer experience rather than in headline savings.

Honan — a **65% reduction in telecommunications cost**.

Berry Street — **1,400 staff mobilised to remote work**, which is fundamentally a communications and collaboration outcome as much as an infrastructure one.

These two outcomes — cost-neutral at Lovisa, 65% saving at Honan — illustrate that the value case differs by starting position. An organisation with an efficient existing estate should expect capability gains rather than large savings; one carrying legacy per-site contracts often finds significant cost out.

Delivered under the same operating model

Voice sits within the emPOWER platform, so the network it depends on and the identity it authenticates against are managed by the same provider. Voice quality problems are usually network problems, and having one party accountable for both shortens diagnosis considerably.

What we do not claim

Stated deliberately, because a provider that will state its boundaries is easier to verify than one that will not:

- **Award claims are limited to the documented public record.** Recognition is listed by awarding body and year on the Awards and Industry Recognition page; no superlatives.
- **No SOC 2 certification.** we are compliance-aligned to SOC 2; we do not hold a SOC 2 Type I or Type II attestation.
- **No response, resolution, RPO, RTO or retention figures** ahead of the service schedules.
- **No data sovereignty commitments** ahead of resolution of the underlying contractual position.
- **No service-desk support-hours claims.** Support hours are defined per service agreement. References to a 24x7 network operations centre describe monitoring coverage, not a service-desk commitment.

Commercial arrangements are governed by our published general terms; specific customer agreements may vary.