



Wazo Helps Olmix Achieve 100% Guaranteed Service - All the Time



Olmix now has a modernized, flexible communication system thanks to Wazo's softphone solution.



Case Study

The Challenge

Olmix, a biotechnology company made up of about 700 employees globally, encountered a major roadblock at the start of the pandemic when employees were no longer reachable on their landline telephones.

The company relied on desk phones that were not compatible with home installations. Employees needed a flexible solution that would allow them to be reached in a simpler, less restrictive way than conventional telephones.

The Action

Olmix implemented Wazo's softphone solution. This allowed the company to:

- Enable employees to use mobile phones, laptops, or other devices for communication instead of physical handsets.
- Ensure team members can be easily reached by anyone, no matter where they are working.
- Keep the extensions that allow employees to contact each other internally, as well as the external numbers that allow for calls from outside the company.

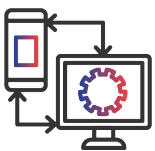
With Wazo, Olmix has experienced zero system failures and enjoys 100% uptime.



Employees have gained flexibility and communicate effectively from anywhere, on any device.



Olmix has added functionality like video conferencing that they didn't have before.



At the system administration level, the solution is flexible and admins have full control.

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Since Wazo has been in place, we have had zero system failures.

It's 100% guaranteed service all the time.

Guillaume Richard, System & Network Administrator, Olmix

Case Study