

CUSTOMER CASE STUDY

Barentz achieves seamless global communication with Managed Teams

One fully managed Microsoft Teams platform for 2,800 employees in more than 70 countries.

Barentz.

Collaborate · Managed Teams
gomomentum.eu

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01 Summary

Barentz's rapid growth through mergers and acquisitions put pressure on its telephony systems to scale, making them hard for IT to control. Moving to a fully cloud-based Microsoft Teams environment was essential — but the transition had to be seamless to avoid disrupting daily operations across dozens of countries.

Momentum phased out the legacy telephony systems and delivered a smooth transition to a fully managed, global Microsoft cloud-based solution. The rollout for hundreds of users worldwide, including the Dutch headquarters, was completed without disrupting local operations.

KEY TAKEAWAY

Barentz is standardizing its global communications on Microsoft Teams: one unified platform that enhances efficiency and collaboration across all countries, on a stable, future-proof foundation.

With Momentum EMEA's Global Control Portal, Barentz now has full visibility of users, countries, call destinations and contracts. Momentum's 24/7 support and expertise ensure reliable performance day in, day out.

The flexibility and scalability of Global Managed Teams let Barentz react quickly to changes such as acquisitions, downsizing and expansions — keeping the company agile and connected as it grows.

02 Barentz in general

Founded in 1953 in Amsterdam, Barentz is a global distributor of specialty ingredients and life science products. Serving industries from nutrition to pharmaceuticals and personal care, the company combines ingredient supply with technical expertise.

Barentz continues to grow rapidly through mergers and acquisitions, extending its footprint across more than 70 countries.

KEY TAKEAWAY

Barentz’s global scale and rapid M&A-driven growth require a communication platform that scales just as fast — consistent, manageable and available everywhere.

2,800 EMPLOYEES	€2.5B TURNOVER
27K+ CUSTOMERS	70+ COUNTRIES

03 The challenges

Telephony that couldn't keep up with growth

Barentz's rapid growth through mergers and acquisitions put pressure on its telephony systems to scale, making them hard for IT to control. Moving to a fully cloud-based Teams environment was essential.

- 1 Legacy ISDN lines and an old telephone exchange were costly, inflexible and due for phase-out.
- 2 The transition had to be seamless to avoid disrupting daily operations, while the technical complexity of a global migration posed real risks.
- 3 Without a dedicated 24/7 local support contact, issues often went unresolved for too long.
- 4 Every acquisition brought new, incompatible local systems — creating an urgent need for one scalable, future-proof solution, standardized globally.

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At the start, we had many questions, and Momentum guided us through every step. We asked if they could support a global voice solution across all Barentz locations — minimizing transition impact.

Christian Dorn

IT DIRECTOR, BARENTZ

KEY TAKEAWAY

Fast-growing organizations need communication platforms that scale with every acquisition — without disruption and without losing control.

04 The solution

Phasing out legacy ISDN and the old exchange

Momentum phased out the legacy telephony systems and delivered a seamless transition to a fully managed, global Microsoft cloud-based solution. The rollout for hundreds of users worldwide, including the Dutch headquarters, was completed smoothly.

Minimizing the impact of the transition

To manage the impact of the migration and exclude risks, work started in a test environment with temporary numbers. After a successful test, the local numbers were ported to Momentum EMEA's Global Voice platform, connected to Barentz's Teams tenant.

How has Momentum contributed?

Full cooperation between Barentz and Momentum was the key to success. For every Barentz location, Momentum created a menu structure to easily choose the number of users, needed add-ons and Teams-certified hardware. Standardizing on Global Teams has markedly improved efficiency and communication among all Barentz countries.

KEY TAKEAWAY

A test-first migration to Momentum's Global Voice platform brought hundreds of users worldwide onto Managed Teams — without disrupting local operations.

05 So, what's the result?

The benefits quickly became clear. Response speed has doubled, with issues now resolved twice as fast thanks to Momentum's 24/7 support and proactive service. Help is always available to keep operations running smoothly.

Barentz is standardizing on Global Managed Teams. This brings efficiency and a single platform that will be used by all Barentz countries in the future, with Momentum EMEA's Global Control Portal providing full visibility of users, countries, call destinations and contracts.

The flexibility and scalability of the Managed Teams environment allow Barentz to adapt swiftly to changes such as acquisitions, downsizing or expansion — keeping the company agile and connected in every market it serves.

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Our goal was to bring everyone onto a single, reliable system. With Global Managed Teams by Momentum, we've achieved a consistent experience for every user, no matter where they are located.

Christian Dorn

IT DIRECTOR, BARENTZ



CONTACT US

Ready to take the next step?

Momentum is a leading managed services provider that empowers international organizations to communicate and operate securely, reliably and flexibly in today's digital landscape. As the European arm of Momentum, a global provider of advanced connectivity, communication and security solutions, Momentum EMEA combines deep regional expertise with 24/7 service for over 250 global clients.

We deliver smart, integrated solutions for connectivity, communication, network security and related professional services. Clients benefit from one point of contact, one contract, one SLA and one invoice — regardless of the underlying providers.

Operating fully carrier-neutral, we partner with over 1,400 providers and 2,200 data centers in more than 190 countries and 8,500 cities worldwide. With our own Network Operating Center, a unique Global Voice Platform and an advanced Global Control Portal, clients have full visibility and control over their digital infrastructure.

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