

CUSTOMER CASE STUDY

Infor simplifies global service management with one local point of contact

Tailored, centralized service management bridging legacy carrier services and a cloud-based voice future.

**infor**

Collaborate · Service Management
gomomentum.eu

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01 Summary

Infor has transitioned from a traditional telephony environment to a VoIP-driven solution in recent years, driven by cost reduction and the wish for one centralized platform for all employees. Outdated legacy systems pushed the move to the cloud, while a decentralized environment with multiple global providers added complexity.

Momentum was asked to support the legacy carrier services and provide a fully tailored bridging solution to ensure an uninterrupted cloud migration — acting as a local point of contact for all providers along the way.

KEY TAKEAWAY

Momentum eliminated the complexity of working with major carriers by acting as a reliable local service partner — doubling response times and simplifying invoicing and contract administration.

Momentum's flexibility, responsiveness and hands-on support ensure that assistance is always available when needed. Fast response times, deliveries and personal contact all contribute to a faster rollout of projects.

Flexibility through best-of-breed solutions has put Infor in a position to provide business units at other sites with even better facilities.

02 Infor in general

Infor is one of the world’s largest suppliers of enterprise software and services. The company builds industry-specific software, suitable for the cloud, with customers in more than 44 countries.

The originally American company has moved from a traditional telephony environment to a VoIP-driven solution in recent years, with cost reduction and a centralized platform for all employees as the main drivers.

KEY TAKEAWAY

A global enterprise-
software leader needs
telecom service
management that is as
centralized and efficient as
the software it sells.

17K+ EMPLOYEES	140 OFFICES
44 COUNTRIES	67K+ CUSTOMERS

03 The challenges

Legacy systems, global complexity

Infor faced increasing challenges as outdated legacy systems pushed the need for a move to the cloud — while the deprecation of legacy voice services and the rollout of a new cloud-based voice system created conflicting timelines across projects.

- 1 Managing a decentralized environment with multiple global providers added complexity.
- 2 The lack of a centralized portal reduced flexibility and efficiency.
- 3 Limited local support and no dedicated resources from major carriers made effective service management difficult.
- 4 The cloud migration had to proceed without interrupting customer communication anywhere in the world.

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It simply needs to be a complete picture. Plus the support afterward is just as important. We want to be able to pick up the phone and establish contact.

Louis Laan

GLOBAL
TELECOMMUNICATION
ADMINISTRATOR, INFOR

KEY TAKEAWAY

Global carriers offer scale but not attention. Effective service management needs a partner who picks up the phone.

04 The solution

Single point of contact

Momentum acted as a local point of contact for all providers, offering hands-on support and assistance throughout the migration — bridging the gap between legacy voice deprecation and the new cloud-based voice rollout.

Flexibility and tailored solutions

Momentum developed a bridging solution that let Infor maintain operations while continuing its cloud transition. Phone numbers were temporarily moved to a new platform, ensuring uninterrupted customer communication, and Momentum supported specific configurations such as routing and diverting traffic across sites.

Centralized management and efficiency

Momentum delivered a customized portal with real-time insight into services, telephony traffic and routing, giving Infor greater control. Its carrier-independent approach allowed Infor to adopt best-of-breed solutions globally and optimize its network in a technology-neutral way.

KEY TAKEAWAY

A tailored bridging solution plus a centralized portal kept the cloud migration on track — without a single interruption to customer communication.

05 So, what's the result?

The complexity of working with major carriers has been eliminated, as Momentum acts as a local point of contact. Invoicing processes and contract administration have been drastically simplified and updated, and the response time has improved by 100 percent.

Momentum's intuitive, centralized portal connects to Infor's IT services, offering clear visibility and control. With strong expertise in enterprise environments and the ability to support global operations, Momentum delivers end-to-end — from technical design and project management to full operational delivery.

This partnership gives Infor a complete, streamlined solution with dependable ongoing support: efficient management of its global network, improved stability and lower operational costs — while best-of-breed flexibility lets business units at other sites enjoy even better facilities.

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It simply needs to be a complete picture. Plus the support afterward is just as important. We want to be able to pick up the phone and establish contact. That's why we have opted for a collaboration with Momentum.

Louis Laan

GLOBAL TELECOMMUNICATION ADMINISTRATOR, INFOR



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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