

CUSTOMER CASE STUDY

KOTUG's crews communicate easier with Microsoft Teams

Cloud telephony via Teams Direct Routing for a maritime operation spanning 90 countries.



Collaborate · Microsoft Teams
gomomentum.eu

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01 Summary

As Skype for Business was being phased out, KOTUG needed a modern, future-proof communication solution to support its global operations. The company aimed for a centralized cloud telephony platform with SIP trunking — and, to keep things simple and scalable, chose one global provider to roll out Microsoft Teams across all regions.

Momentum implemented Microsoft Teams Direct Routing via its global VoIP platform, which centralizes and hosts all of KOTUG's global numbers as a single total solution for communication. Existing telephone numbers were retained and added to KOTUG's telephony environment.

KEY TAKEAWAY

KOTUG moved its on-premises telephony to a secure, fully cloud-based solution — with management completely outsourced to Momentum, minimal impact on employees and predictable, reduced costs.

The transition had minimal technical impact on employees while significantly improving convenience, flexibility and overall service.

Costs are now predictable and reduced, with no need for internal maintenance or investment in outdated systems — a future-proof environment that grows with KOTUG's international operations.

02 KOTUG in general

KOTUG is a global maritime company providing towage and related services, including vessel design, construction, operation and training. As a family-owned business, it focuses on innovation, advanced technology and maintaining high standards in safety, quality and environmental responsibility.

With operations worldwide, KOTUG continues to grow internationally. To support this, it aims to connect its global offices and workforce through a unified IT network, ensuring easy access to applications and modern communication tools.

KEY TAKEAWAY

A growing maritime operation, on shore and at sea, needs one unified communication platform available anywhere in the world.

9.7K+ EMPLOYEES	125 LOCATIONS
90 COUNTRIES	90K+ TUG MISSIONS

03 The challenges

From legacy switchboard to cloud vision

Early on, KOTUG relied on an outdated switchboard that no longer met its needs. Seeking a future-proof solution, the company introduced SIP trunking with Skype for Business — one of the first organizations to adopt this approach. But the solution had limitations.

- 1 The Skype for Business setup relied heavily on stable internet and had functional limitations.
- 2 Microsoft announced the phase-out of Skype for Business, so a new step was clearly needed.
- 3 KOTUG wanted a centralized cloud telephony platform with SIP trunking, available in every region it operates in.
- 4 To keep things simple and scalable, the rollout of Microsoft Teams had to come from one global provider.

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The migration to cloud telephony was very smooth, with clear guidance and expert support throughout the process. Today, we no longer have to manage hardware ourselves and our people are easier to reach.

Hans Boele

CORPORATE ICT
MANAGER, KOTUG
INTERNATIONAL

KEY TAKEAWAY

An early cloud adopter still needs a partner when the platform it bet on reaches end of life — and global scale raises the stakes.

04 The solution

Transition to Microsoft Teams Direct Routing

Momentum implemented Microsoft Teams Direct Routing via its global VoIP platform. This Azure-based solution enables reliable telephony services even in regions where Microsoft has limited coverage. Existing telephone numbers were retained and added to KOTUG's telephony environment, with telephony and PBX fully in the cloud. By the end of 2019, the system was fully operational.

Proven under pressure

Shortly after go-live, during the COVID-19 pandemic, KOTUG benefited from seamless communication: employees stayed connected and maintained operations remotely with ease.

A strong and agile partnership

With full-service support covering maintenance, management and on-site engineering, KOTUG gained a reliable partner that delivers on its promises — with quick response times, flexibility and hands-on expertise.

KEY TAKEAWAY

One Azure-based global VoIP platform hosts all of KOTUG's numbers — reliable telephony in every region, managed end-to-end by Momentum.

05 So, what's the result?

The migration to cloud telephony has significantly improved how KOTUG operates. With no on-site hardware or maintenance, the IT team is no longer tied up managing legacy systems and can focus on more strategic initiatives. Employees easily see each other's availability and connect without the usual frustrations of call forwarding.

The centralized approach brings greater consistency and control. With one global partner, KOTUG benefits from a single point of contact for all regions, simplifying management and ensuring quick resolution of issues anywhere in the world. Costs are predictable and reduced, with no investment in outdated systems.

The solution is scalable and continues to expand — as seen with the integration of KOTUG Australia into Microsoft Teams Direct Routing. The move has created a flexible, future-proof communication environment that supports ongoing growth and international operations.

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**The biggest advantage is that with one call,
everything is arranged anywhere in the world.**

Hans Boele

CORPORATE ICT MANAGER, KOTUG INTERNATIONAL



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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