

CUSTOMER CASE STUDY

Scaling telephony for growth: Vertom's journey to Global VoIP

From legacy ISDN to cloud-based Global VoIP for a maritime logistics expert with 80+ ships.

**Vertom**

Collaborate · Global VoIP
gomomentum.eu

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01 Summary

Vertom Shipping's rapid growth through expansion, mergers and partnerships put pressure on its telephony systems to scale. Legacy ISDN and outdated exchanges were costly and inefficient, making a move to cloud-based VoIP essential — and the transition had to be seamless to avoid disrupting daily operations.

Momentum phased out legacy ISDN and provided a seamless bridge to the cloud-based Global VoIP solution, completed without disruption or telephony downtime — with fast response times, personal contact and a professional contribution to the migration.

KEY TAKEAWAY

Response speed doubled and the complexity of VoIP disappeared, with Momentum as the single point of contact and 24/7 support always available.

Well-thought-out numbering plan scenarios increase accessibility at Vertom Shipping and save time for customers and employees alike — essential for a company that works 24/7.

The flexibility and scalability of Global VoIP let Vertom react quickly to changes like acquisitions, downsizing and expansions, improving business support across the organization.

02 Vertom in general

Vertom has been active for over 45 years and has built up a long track record in shipping — with more than 80 modern ships and 16 locations worldwide. Thanks to its extensive international network, Vertom offers tailor-made solutions that meet the specific needs of its customers.

Because of its broker role in the industry, employees often trade via two devices: Vertom has the ships and is actively looking for cargo.

KEY TAKEAWAY

A 24/7 maritime logistics expert where a call should never be missed — telephony is business-critical.

250+ EMPLOYEES	16 SITES
80+ SHIPS	9 COUNTRIES

03 The challenges

Phasing out legacy ISDN without impact

At the start of the project there were a lot of questions that needed answering. One of the first submitted to Momentum: how do I phase out ISDN without impact, and say goodbye to the existing quality and possibilities?

- 1** Rapid growth through expansion, mergers and partnerships put pressure on the telephony systems to scale.
- 2** Legacy ISDN and outdated exchanges were costly and inefficient, making cloud-based VoIP essential.
- 3** The transition had to be seamless to avoid disrupting daily operations, while technical complexity posed challenges — including the broker-specific need for two phones on one number.
- 4** Without a dedicated local 24/7 support contact, issues often went unresolved quickly.

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At Vertom Shipping we often call with two phones. This may sound strange, but we do this because of our broker role in our industry. We have the ships and are actively looking for cargo.

Patrick Taffijn

ICT MANAGER, VERTOM
SHIPPING

KEY TAKEAWAY

Growing companies with business-critical telephony need a scalable, future-proof solution — migrated without a single missed call.

04 The solution

Minimize the impact of the transition

To manage the impact of moving from on-premise to the cloud and to exclude risks, work started in a hybrid manner: a Global VoIP SIP trunk connection to an Integrated Access Device (IAD) connected Global VoIP to the old ISDN exchange, allowing ISDN to be phased out immediately. Then the best cloud telephony configuration was planned.

How has Momentum contributed?

Full cooperation was the key to success. A good example is two phones on one number — customized and more difficult. Plenty of organizations say ‘two devices means two licenses’, but Momentum realized it. The roll-out of hundreds of devices at the Rhoon location took place in one weekend, and simple changes and small transfers are now self-service via the Momentum portal.

A well-thought-out numbering plan

Which devices fall into which group within which department, and how do the routings run? Momentum played a crucial role in drawing up these schedules. Vertom works 24/7, so a well-thought-out numbering plan is a precondition: a call should never be missed.

KEY TAKEAWAY

A hybrid bridge phased out ISDN immediately and without downtime — while customization like two phones on one number was simply made to work.

05 So, what's the result?

Response speed doubled, resolving issues twice as fast. With 24/7 support, help is always available to keep operations running smoothly — and the complexity of working with VoIP has been removed by using Momentum as the single point of contact.

Calling from the workplace via the Contact Connect Client turned out to be one of the most important functions: it saves a lot of time on an annual basis, wrong numbers are no longer dialed, and people can work location-independently. The clever numbering plan scenarios increase accessibility and save time for customers and employees.

The flexibility and scalability of Global VoIP let Vertom Shipping react quickly to changes like acquisitions, downsizing and expansions, improving business support across the company.

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**I can call Momentum anytime, even in the weekend.
As an extra plus: good and substantive feedback.
That just makes it a great collaboration!**

Patrick Taffijn

ICT MANAGER, VERTOM SHIPPING



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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