



CASE STUDY

Glass Manufacturer



Challenges

U.S. locations continued to rely on an outdated, on-premises MITEL PBX environment, while Mexico had already migrated to Microsoft Teams, creating a significant technology and communications gap.

Inconsistent communications platforms across regions meant managing two separate voice environments, creating inconsistencies across the organization and made it difficult to deliver a standardized communications experience.

For over a year, the company tried to migrate its U.S. voice environment to Microsoft Teams with another provider, but technical and implementation obstacles prevented the project from being completed.

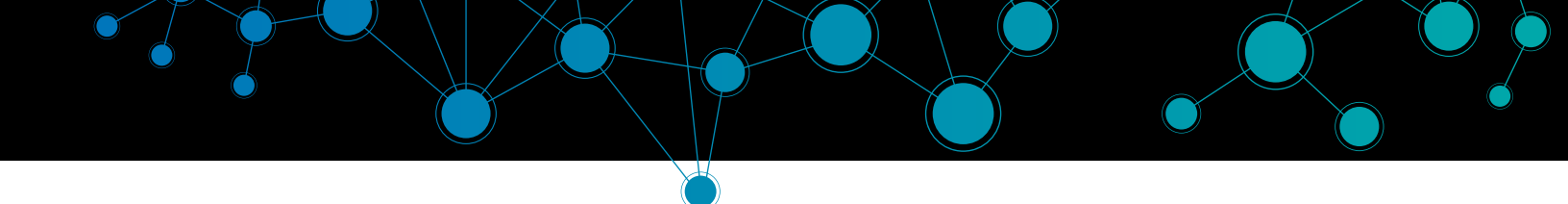
With voice services playing a critical role in daily operations, the company needed a migration strategy modernizing its communications without introducing outages, call-routing issues, or loss of essential functionality.

About the Customer

Our customer is a 200+ year-old glass manufacturing company headquartered in Ohio, producing glassware and tabletop products for commercial and consumer markets. With operations across the United States and Mexico, the company relies on dependable communications to keep employees connected and support day-to-day operations across its distributed footprint.

However, as the company expanded and modernized, its communications environment became increasingly fragmented. While the Mexico operations had transitioned to Microsoft Teams, U.S. locations continued to rely on an outdated on-premises MITEL PBX system. This disparity resulted in inconsistent communications across the organization and made it more challenging to standardize voice services company-wide.

To address this gap, the company invested more than a year attempting to migrate its U.S. voice environment to Microsoft Teams with another provider. Persistent technical and implementation challenges ultimately stalled the project, reinforcing the need for a more streamlined approach that could overcome previous roadblocks, modernize the company's voice environment, and maintain reliable, business-critical communications.



Telesystem's Solution

To address these challenges, the company turned to Telesystem to modernize its voice environment with a more streamlined Microsoft Teams-based approach. Recognizing the need for simplicity and efficiency, Telesystem implemented **EasyRoute**, a solution purpose-built to simplify Microsoft Teams Direct Routing by automating much of the complex backend configuration traditionally required to connect Teams Phone to the public telephone network.

Rather than relying on the company's IT team to manually configure voice routes, policies, SBCs, number assignments, dial plans, and other technical components, EasyRoute leverages a proprietary, customer-specific configuration to automate much of the deployment process. By streamlining these technical elements, EasyRoute not only reduced the burden that had hindered previous migration efforts but also provided a clearer path away from the legacy MITEL PBX.

Building on this progress, Telesystem then delivered the underlying voice infrastructure, including Microsoft-certified redundant SBCs, which established a reliable platform for enterprise calling through Teams. With this robust infrastructure, the organization began consolidating collaboration, meetings, messaging, and business voice into a single, unified platform, empowering employees to communicate more effectively across the company.

A seamless transition further required thoughtful planning for the company's existing phone numbers, call routing, auto attendants, hunt groups, emergency calling, and other business-critical requirements. Fortunately, because Telesystem already provided the PRIs and DIDs supporting the existing MITEL environment, the transition to SIP-based services could be managed with greater continuity while minimizing disruption to day-to-day operations.

With Telesystem's integrated solution in place, the company ultimately gained a standardized and scalable communications foundation that supports employees across its U.S. and Mexico operations. By reducing reliance on aging on-premises infrastructure and consolidating its communications within Microsoft Teams, the organization is now well positioned to support future users, locations, and evolving business needs.