

Sorce Ltd



Thanks to the Microsoft Teams Phone System with Gamma, Sorce Ltd has the support to handle both office and remote work.

Location: Newbury | Number of users: 16

The project

Sorce Ltd's vision is to make work life easier and more productive. However, with Toshiba withdrawing from the UK telecoms market several years ago, Sorce Ltd had no ongoing manufacturer support or updates available for the software they utilised.

Additionally, remote working had become a long-term strategy for Sorce Ltd, and so, an on-premise phone system was no longer suitable for their business operations. That's where we came in.

The solution

It was clear the Microsoft Teams Phone System was going to be the most suitable solution. Sorce were used to Microsoft's systems as they already used Microsoft 365 and integrated their own intranet software with Teams for customers, so they were keen to see how it would work as a phone system.

The Microsoft Teams Phone System is not only a collaborative platform but also offers game-changing optimisation tools for building an ultra-responsive customer experience.

Offering a comprehensive set of call management features, the Team Phone System enhances communication and collaboration within businesses and ensures customer satisfaction.

The result

Now, Sorce combines the Microsoft Teams Phone System functionality with the unified communications tools that are part of the Teams package, allowing them to keep in touch with customers, suppliers and each other efficiently.

Overall, they opted for three Teams certified desk handsets for the people working in the office, while the rest of the team used earphones on their PCs, laptops and mobile devices. This gave Sorce all they needed to work together, wherever they were based, and to deliver responsive customer services.

“From initial conversations to final handover, the implementation and training process was very well managed, and a couple of early teething problems were resolved with very little concern or delay.

I would wholeheartedly recommend the solution and the team.”

Martin Miles, Technical Director

