



## WE DIDN'T NEED A CONTACT CENTER SOLUTION, WE NEEDED A CLOUD BASED SYSTEM

THE PROBLEM IS NOT ALWAYS AS IT SEEMS



Oetiker Inc. is a global leader in making high-end automotive parts (including clamps, connectors, mission-critical applications, lots of automotive parts for electronic vehicles, etc) connecting solutions for the vehicle industry and for high-value applications in industrial segments.

When Oetiker came to Millennia Technologies, they were initially looking into getting a contact center solution, but as Millennia uncovered their problems, needs, and growth goals, it was realized that what Oetiker really needed was to move to a cloud-based system that enabled the business to be more agile.

## TOO MANY SOFTWARE CHOICES IS OVERWHELMING

WORKING THROUGH THE PROBLEM

Before coming to Millennia Technologies, the leadership team at Oetiker had executed internal research on their own but began to seek help when they realized just how much software diversity was on the market and how much information required careful analysis before deciding on a solution. They needed an expert to help them break it down and plan the best solution.

Before connecting with Millennia, Oetiker had received a quote from a vendor, but they didn't feel that the proposed solutions were the answer, so they kept looking.

Fortunately, an employee from Oetiker was already in Millennia's network thanks to a former employer. Based on previous working relationships, Oetiker trusted Millennia to help them solve their problems.

Millennia was brought on to address the challenges early on in the process, which allowed the team to walk them through the entire buyer's journey from beginning to end. This was important because it gave Oetiker the chance to learn about mission-critical information surrounding IT, and allowed them to fully understand how they wanted to move forward with their IT to best fit their current needs and future ones.

First, Millennia's team sat down with Oetiker to find out what problems they were having, their needs, and their goals for the future. This gave Millennia all the ammunition needed to thoroughly analyze software solutions and draw up an ideal IT plan.

"We needed to solve the strategic requirement of having a telephony solution that was not only flexible and stable but brought clear value rather than being a monthly sunk cost.

**Choosing to partner with Millennia Technologies and RingCentral made these requirements a reality."**

# CALLING ON RINGCENTRAL FOR A CLOUD BASED SYSTEM

## DEVELOPING A BULLET PROOF PLAN

Millennia actively stayed in front of Oetiker, keeping the lines of communication open. The team at Millennia ensured Oetiker knew they weren't loyal to any one product and that they had their backs when it came to dealing with vendors.

Millennia's motivation was to meet and exceed Oetiker's needs while also steering them to a solution or provider that Millennia has worked with and has confidence in. RingCentral was the obvious partner for those reasons and additionally because it was capable of solving Oetiker's contact center issues with some simple call flow solutions.

Millennia connected with RingCentral to discuss possible contact center solutions along with migrating Oetiker to a better fitting cloud-based product. Additionally, Oetiker chose to cutover the Sweden site to the RingCentral platform as a test drive or trial that was ultimately successful, and the driver for moving other sites to RingCentral as well. Because this was Millennia's first cloud-based deal outside of the standard list of products they usually use, and

it was their first deal with RingCentral, Millennia wanted to ensure that they and Oetiker were confident in RingCentral's solutions.

There were many conversations and demos provided and lots of questions asked to ensure RingCentral was the best fit solution. In addition, Millennia and Oetiker also attended in-person events throughout the sales cycle. These measures gave Oetiker the education and the experience to feel confident that RingCentral was going to solve their current problems and have the flexibility to grow with the company.

## RINGCENTRAL MET ALL THEIR NEEDS, AND THEN SOME

### THE SOLUTION

After meetings and demos, all parties agreed that RingCentral was the solution that best fit. Oetiker was apprehensive about closing the deal because they knew it would be pricey, and had a strict budget.

Because of Millennia's well-established and trusted relationship with RingCentral, Millennia could get Oetiker the best pricing possible. After the quote came back, the client was impressed with the pricing, especially considering Oetiker had global sites that needed service, and those costs are typically significantly higher compared to domestic services.

**"It was a wonderful change to work with Jeff Osterhouse and Millennia Technologies where they value relationships and finding the right solution, not just a solution. With choosing RingCentral we found the right strategic partner that offers the often hard-to-find flexible yet stable platform."**

Oetiker approached Millennia initially wanting to adopt a contact center solution; however, because of Millennia's thorough discovery process and their attention to detail, Millennia was able to help them find an even better solution through RingCentral that met their call flow needs, paging needs, and other business-critical operations that came up through their conversations.





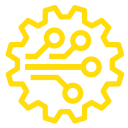
## OETIKER INCREASED THE SPEED TO MARKET FOR PRODUCTS

### HOW OETIKER HAS BEEN POSITIVELY IMPACTED

Oetiker enjoys partnering with Millennia not only because of the transformative IT solutions but because of the great people and established relationships they have. It creates a welcoming and easy environment for them to work and communicate in.

**Oetiker values Millennia's relationships and the sense of security it brings to the organization.**

Since RingCentral has taken over Oetiker's telephone services, the company has seen improvement in the speed to market for its products. Additionally, it has become significantly easier to make changes quickly and effectively across all sites both domestically and internationally.



## RUN YOUR BUSINESS BETTER WITH BETTER IT

When you work with Millennia Technologies, you're able to spend more of your precious time running your business instead of worrying about IT issues.

Taking the time to understand our customers' needs, we integrate the services and systems that will keep businesses connected to serve their customers well.

Our relationships with vendors/master agents uniquely position us to leverage those connections when it comes to getting the best deals on the best IT solutions.

**Let the experts help you establish the best IT solutions for your needs, so your business can succeed now and in the future. Connect with us today!**

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