



Case Study Grupo Souza Brasil

Cloud Telephony Ensures Operational Continuity and Service Agility

A company in the trademarks and patents sector modernizes its communication, gains mobility, and improves operational efficiency.

THE CHALLENGE

Ensuring service continuity and team mobility during the pandemic, with a structure still based on a physical PBX—limited in flexibility and dependent on on-site infrastructure.

THE SOLUTION

Adoption of Vocom's cloud telephony, with a fast and scalable implementation, eliminating the need for hardware and enabling a fully digital operation.



230 Employees



5 Offices
(São Bernardo do Campo e São Paulo)



+150 Active extensions



Operations across multiple
companies within the group

VOCOM, the cloud that transforms your telephony.

Key Benefits

✓ Greater operational agility

Simple installation and quick maintenance, reducing impacts on daily operations.

✓ Mobility and continuity

Teams can operate from anywhere, without relying on physical infrastructure.

✓ Efficient technical support

Fast and effective service, essential for high-demand environments.

✓ Improved customer contact

Reduction in calls flagged as spam, increasing contact effectiveness.

✓ Optimized cost-benefit

Elimination of expenses related to hardware and physical PBX maintenance.



DAILY APPLICATIONS

- Call center
- Monitoring and call listening
- Collections operations
- Customer service

HIGHLIGHT

“In an environment with many extensions and high demand, installation agility and technical support make all the difference.”
— IT Department, Grupo Souza Brasil

NEXT STEPS

Evaluation of integration with digital channels, such as WhatsApp, to further enhance communication efficiency and stability with customers.

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