

PIVOT Chooses Ribbon Communications to Connect their Microsoft Teams to the Rest of the World

Customer

PIVOT Inc. is an IT consulting firm providing website construction and operation support as well application development, user experience design and system development. They have distributed teams working in a fast-paced environment. Collaboration and communication are an essential part of their success.



PIVOT uses Microsoft Teams to connect their groups of project managers and application developers. Real-time communications increase productivity, moving projects toward success more efficiently. The addition of voice services in Teams made perfect sense to PIVOT, but they needed to wait until they could connect their existing PSTN to the Microsoft Phone System before they could make the move to Teams Calling.

The availability of Microsoft Phone System Direct Routing provided a way for PIVOT to connect Teams Calling to their PSTN. PIVOT employees working on a project would be able to use Teams to makes calls to anyone, even those not connected to the Phone System.

Challenge

PIVOT needed to select a Microsoft-certified SBC to connect to Teams. They wanted a cost-effective solution but knew that the mission-critical nature of real-time communications necessitated reliability.

Solution

They turned to Sumitomo Shoji Machinex (SMX) for advice. Based on their long-term, trusted relationship with Ribbon Communications, SMX knew that the Ribbon SBC 1000 Gateway was the obvious choice.

“We felt very comfortable with Ribbon’s history providing session border controllers to enterprises and their solid track record with Skype for Business in Japan” says Ryoji Yoshida, Manager, UC Solution team from SMX. The decision was well-received by PIVOT.

“We were thrilled to obtain a reliable, Microsoft-certified solution whose capabilities and price were right-sized for our organization.” said Taisei Miyazaki, President from PIVOT.



The Ribbon SBC 1000 Gateway is an entry-level solution for Voice over IP connectivity and security: a base model that can be expanded through hardware and software upgrades to meet the needs of growing companies like PIVOT. It can connect legacy telephony endpoints to emerging technologies like Teams, allowing PIVOT to migrate to Teams calling at their own pace with no change in hardware or licensing.

Assured with the knowledge that they have a secure, reliable conduit from their on-premises telephony to the Microsoft Phone System in place, PIVOT is concentrating on increasing efficiencies in their core business. The expandability of the SBC 1000 Gateway makes the implementation future-proof. **“At the end of the day, we want to spend our energy building our business”** says Miyazaki. **“It’s nice to feel confident in the underlying technology.”**