

Keep Calm and let WebEx Calling take charge!!



Deal Size: \$670K



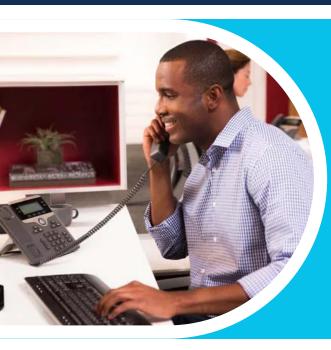
Account Name: The Executive Centre Partner Name: Konverge Technologies

Architecture: Collaboration

About TEC:

TEC is the World's leading premium flexible workspaces. Present in 15 countries, 33 cities, 200+ centres, and with 47,000+ members. TEC provides tailored enterprise solutions, private workspaces, coworking space, virtual offices, and meeting and conference room facilities.





Opportunity Background:

The customer utilized Delta Path IP PBX, serving 3000 users, with a tailored call billing and recording solution as its primary calling platform service for end customers. The current on-premise setup comprises multiple servers for PBX. recording, and billing, deployed across various office locations. Cisco IP phones, spanning 7800 and 8000 series, along with Cisco gateways, complement the infrastructure.

Customer Challenges:

- Calling usage and adoption
- No cloud roadmap
- No softphones feature
- Interoperability issues with chat platform and MS apps
- Support issues



Winning Strategy:

In the past three quarters, our team has diligently collaborated with IT, user, sales and business teams to identify pain points in the existing setup and define key business outcomes for this vital project. Our strategic approach involved conducting POC trials for Cisco cloud calling at two centres, integrating WebEx app for calling and messaging, and closely working with system administrators to master control hub functionalities. These efforts instilled confidence in customers regarding support, troubleshooting, and maintenance.

total cost of ownership and return on investment calculations. Subsequently, we presented these findings to the CFO for discussion. Furthermore, we engaged with TEC's sales team to demonstrate the value of Cisco's brand, emphasizing the potential ROI and new business opportunities associated with our cloud calling offerings. Managing stakeholders effectively, including executives, finance, IT, and our partner, was

We also collaborated with the finance team to develop center-wise costing, incorporating

deal with optimal margins, showcasing their adeptness in managing customer interactions and engagement, which proved instrumental to the project's success.

critical throughout this project. The Accounts team played a pivotal role in securing the

Sealing a Whopping \$670K Deal for India Location.

Win Highlights / Deal Size

Streamlined Calling and Messaging Platform

Elevating Cisco as the premier collaboration

Tailored call billing and recording solution

brand in TEC Offerings **Competition: Delta Path**



Winning Team:

- Architecture Team: Shilpa Garg, Karan Kapoor, Ramneet Kaur
- Finance: Santhosh V Singh, Roopa MC, Akshay Jain

Account Team: Sameer Pokharia, Ravi Mishra, Abhijit Dutta

- **Channels:** Bhavya Tavadia
- Leadership Support: Minhaj Zia, Annamalai Ramanathan

Thanks & Regards,

Shiva Kumar Y Managing Director Sales (Commercial & SMB)