

CASE STUDY

THE IP TELEPHONY SOLUTION FOR MASTERBUS



Master Bus is an Argentinian company based in the cities of Campana and Zarate, in the province of Buenos Aires, which provides integral solutions in transport services for passengers. As a result of their immense effort over the years, today, **Master Bus** is a leading national transport company of business personnel. Over the years, **Master Bus** has been established in different parts of the country with bases of operations distributed in:

- Buenos Aires
- Chubut
- Córdoba
- Jujuy
- Neuquén
- Santa Cruz
- Santiago del Estero

In 2018, the company inaugurated its new central base of operations on a site that has 50,000 by 700 meters squared office space, with 1300 meters squared for maintenance workshops, and repair, and a parking lot for 200 micros in the city of Zarate.

THE CHALLENGE

From the moment the departments and most important sectors of the company were transferred to our new property in Zarate, we met the first challenge; having a reliable communication system, with a resilient and stable quality so that necessary communication with each of our clients is maintained.

The location of the property lacked a telephone routing system, and therefore, alternative solutions needed to be sought, as a functional communications system is essential for the quality of services we provide to our customers.

THE SOLUTION

Once established, we began the search for an easily implemented solution, which at the same time would be scalable in the future, foreseeing the growth of the company. This would grant the company the current support and assistance it requires, until the definitive installation of the solution, excluding the assistance after commissioning. For this reason, Convergía was chosen as a provider of IP Telephony.

This solution involved 5 sectors, composed of approximately 70 people (with the exception of our external users) who are now able to connect to the phone system without having to suffer any inconveniences.

RESULTS

After having implemented the solution, significant savings were obtained in the alternative telephony system that we had in use (cellular), in addition to also having a secure and reliable connection.

The main differentiator that helped us define and decide on Convergía was the empathy that we were met with from the very beginning. They internalized our issue, projected it, and adapted their solution to our needs until our goal was met.

Eduardo Almada
Systems Manager