

SACE: Innovation of collaboration and communication services

- > SACE
- > Insurance-financial sector



Italy

"With Proge-Software, SACE has accelerated the digitization process in the field of corporate communication with an integrated and fast response, allowing employees from all over the country to use Microsoft Teams, in smart working mode, to receive and carry out calls and always be at the service of Italian companies".



Francesco Massari, Director of Information Systems at SACE

Benefit	Telephony integration in smart mode
Author of the benefit	Proge-Software
Optimization (save money)	Increased flexibility, increased productivity.
Tags	Modern Workplace
Scenario	Innovation of collaboration and communication services
Business need	Response to the COVID-19 emergency
Product	Microsoft Teams, AudioCodes



SUMMARY

(Brief description of the project)

Encouraged by the COVID-19 emergency, Sace has decided to accelerate the evolution process towards the integrated Microsoft 365 communication system by integrating the Microsoft Teams telephony services with the existing Cisco switchboard of Sace to allow all distributed users in the national territory to use Microsoft Teams clients to receive and make calls to the PSTN telephone network, with advanced and integrated telephony services.



BACKGROUND

(Context information)

SACE is the Italian insurance-financial company specializing in supporting businesses and the national economic fabric through a wide range of tools and solutions to support competitiveness in Italy and around the world. For over forty years, SACE has been the reference partner for Italian companies that export and grow in foreign markets. It also collaborates with the banking system to facilitate access to credit for companies with its financial guarantees, with a role enhanced by the extraordinary measures provided for by the Liquidity Decree. With a portfolio of insured transactions and guaranteed investments of € 134 billion, SACE serves over 23,000 companies, especially SMEs, supporting their growth in Italy and around 200 foreign markets, with a diversified range of insurance-financial products and services.

The company was already using an integrated telephony solution based on Microsoft technology with on-premise servers but decided to evolve towards a completely Microsoft 365 solution.



THE CHALLENGE

(The problem faced)

Given the imminent arrival of the COVID-19 emergency and the consequent lock-down, it was imperative for the success of the project entrusted to Proge to keep the telephone service active during all two phases, ensuring continuous integration with all existing services.



APPROACH

(A description of how the project tried to meet the challenge)

The approach adopted by the Proge team was to implement a telephone pilot solution on Sace Roma users with the aim of verifying the possibility of using all the services required in terms of rigorous security and defined network performance. Subsequently, the team implemented a reliable Microsoft Teams Direct Routing solution to which to migrate all the users of the national territory.



EXPECTED RESULTS

(Objectives of the project)

The goal was to enable all users to smart working with safe and reliable telephone services, integrated with the features of Microsoft 365 and with the ability to centrally monitor and manage the services, taking advantage of the innovative solutions available on the platform.



OBSTACLES AND PROBLEMS

(The difficulties)

The main difficulty in the design and execution phase was to implement the solution in compliance with the stringent Sace security policies, keeping the telephony services constantly active for all users.



ACTUAL RESULTS

(Original or Additional Objectives)

The Proge team has enabled all users to smart telephone working, constantly maintaining all the services active and in constant safety. The Microsoft Teams VoIP solution implemented in Sace reflects the best practices adopted for the deployment of the architecture with Teams Direct Routing in Microsoft 365 and allows the Cisco PBX to communicate via IP with the Teams certified AudioCodes Session Border Controller in Azure via a VPN connection dedicated.



BENEFITS AND ADVANTAGES

(The actual benefits encountered by the company)

This project has allowed Sace to obtain greater flexibility in the use of telephone services and license management and associated costs, as well as technological advantages in terms of access to the service from various platforms and control of the attack surface.



LEARNING AND KEY POINTS

The solution implemented by the Proge team has allowed Sace to quickly and continuously offer its users the tools necessary to work in smart working, increasing the productivity of its employees with reduced operating costs and immediately noticeable benefits.