CUSTOMER TESTIMONIAL

BeOne



BeOne Group strengthens its telecommunications offering with Enreach for Service Providers

How is BeOne Group positioning itself in the marketplace, and what services does it offer?

BeOne Group is a Belgian operator offering telecommunication solutions to business users. BeOne's mission is to help businesses deliver an efficient, simple and proactive solution, with an emphasis on attention to detail and the quality of its products and services. Relying on BeOne Group gives you a wide range of benefits: a 360° audit of your business, optimized costs, long-term support, personalized advice and proactive information. BeOne Group offers packages and services tailored to the needs of all businesses: VOIP telephony, mobile telephony, WIFI, Message Studio...

OUR CUSTOMERS TELL IT LIKE IT IS

SPOILER ALERT
WE'RE AWESOME

contact that works wonders

enreach



What was the underlying requirement for upgrading your historical telecom offering?

Four years ago, BeOne Group decided to rethink its fixed telecommunications offering for SMEs (30 to 100 seats), and to rely on an industrial platform that would enable the company to offer a white-label communications service. Following a competitive analysis of the market, the Enreach for Service Providers' solution quickly proved to be the right choice for us.

How did Enreach for Service Providers help you achieve your goals?

With its platform, Enreach for Service Providers has enabled BeOne Group to benefit from operational advantages and several financial and non-financial savings. Furthermore, Enreach telephony management portal fully brandable to BeOne Group's colour enables the company to manage users, numbers and interface with the ERP system for invoicing. BeOne Group is therefore in a position to offer its customers a comprehensive business telephony package, accessible from traditional terminals (SNOM), a PC or a Smartphone. Users have access to advanced features such as automatic call distribution (ACD), call forwarding, and integration with CRM systems. Statistics can also be displayed. Recently, various integrations with Teams have been carried out for a number of customers.

BeOne Group can now rely on a proven telecom platform to manage its end-to-end customer operations. This centralized management guarantees efficiency and rapid processing of customer requests. The entire customer lifecycle is now managed by the BeOne Group, a mark of professionalism and reassurance for users who have a single point of contact.

What are the benefits of working with Enreach for Service Providers and what are your plans for the future?

Collaborating with Enreach for Service Providers enabled us to benefit from a proven platform for the commercialization of our telecom offering, as well as competitive pricing, French-speaking local support, and the availability to enhance our offering over time with fixed/mobile convergence features. BeOne Group also intends to migrate to Enreach UP solution in the near future to strengthen its market share among companies with more than 30 workstations, by offering them customized solutions.

BEONE GROUP