



CASE STUDY

Accelerating Business Velocity with Innovative Professional Services



The challenge: Overcoming Challenges for Sustainable Business Solutions

A multinational manufacturer of consumer foods faced significant roadblocks with its previous partner, as the gap between professional services and successful outcomes continued to widen. The manufacturer needed outside expertise to expand its domestic and international footprint effectively. To bridge this gap, the customer transitioned to C1's professional services, gaining access to in-house, readily available resources and years of knowledge and expertise.

C1's professional services experts supported the customer's expansion through consultancy services and strategic domestic and international partnerships. This collaboration resulted in the development of a comprehensive mobility strategy, deployed globally to aid in the successful navigation of complex technical interfaces. The global standard for the adoption of softphones rolled out by C1 has driven value and built work-from-home capabilities for the users.

As a result, the customer is now well-equipped to manage its operations seamlessly across various locations, ensuring business continuity and productivity. The partnership with C1 has empowered the customer to overcome previous challenges and achieve sustainable growth in a dynamic and competitive market.

The solution: Accelerating Financial and Operational Efficiency

C1's strategic guidance enabled the customer to transition from legacy perpetual software licenses and maintenance to a subscription-based software renewal model. This shift has not only streamlined the customer's software management processes but also provided a more flexible and scalable solution to meet their evolving business needs.

Leveraging its international partnerships and strategic relationships with vendors, C1 has been able to provide robust support for the customer's on-premises infrastructure at each of its global sites. This comprehensive support network ensures that the customer can maintain high levels of operational efficiency and reliability across all locations.

Moreover, the unique Global Portability Agreement offered by C1 has been a game-changer for the customer. This agreement allows the customer to use one set of licenses for multiple core systems within a shared pooling resource. This approach has significantly improved the customer's ability to manage their software assets, ensuring seamless integration and utilization across various platforms.



The result: Sustainable Results for Long-Term Success

The implementation of the subscription-based software renewal model has significantly increased the customer's capacity. This new model allows the customer to bring new acquisitions on board under the same subscription, resulting in substantial cost avoidance. The flexibility and scalability of the subscription model have provided the customer with the ability to efficiently manage their software resources and adapt to changing business needs.

Additionally, C1's global standard for softphones has been a game-changer for the customer, supporting their 17,000 users across the organization. This standardization has not only improved communication and collaboration but also facilitated the customer's transition from an on-site to a work-from-home environment.

Plus, the customer is now well-equipped to navigate the complexities of remote work, ensuring business continuity and productivity. The comprehensive mobility strategy deployed globally has further strengthened the customer's ability to operate seamlessly in a dynamic and evolving market. These sustainable results underscore the long-term benefits and success achieved through the partnership with C1.

Custom solutions create transformative results

Whether meeting evolving customer expectations or navigating complex regulations, having the right applications in place is essential. C1's custom development solutions are designed to drive operational efficiency, scalability, and measurable business outcomes across your organization.

Schedule a consultation: <https://www.onec1.com/contact-us>



C1 designs and delivers technology solutions built for outcomes. We focus on communications, networking, and cybersecurity—pairing leading partner platforms with our advisory, professional, and managed services to make modernization practical, secure, and valuable from day one. Where others talk about transformation, we make it real—faster, simpler, and more resilient. Learn more at [onec1.com](https://www.onec1.com).