



MeteoGroup and VoIPstudio

Weather group improves its communications and productivity

Background



MeteoGroup is one of the world's leading providers of full-service B2B weather solutions. Its research and forecasts help businesses and other organisations to make more effective critical decisions. Established in 1986 as the first European weather business in the private sector, MeteoGroup has offices in 17 countries.

Challenge

Some of MeteoGroup's offices are large, with up to 150 staff. Others are small, with only a handful, while some of its forecasters work from home. When the group decided to open a new office in Canada, a VoIP solution was the obvious choice, because of the flexibility, functionality and cost savings on offer.

"It didn't make sense to put in a physical PBX," says Epcó Dijk, Teamleader of the Technology Backoffice. His long term aim has always been to move away from having different providers and telecoms systems across the various offices and territories. Instead he wanted to control and configure the telecoms systems for all staff from a central point.

However, they had tried VoIP providers in the past and encountered difficulties, quality issues and technical hiccups. "Our office in Manila had issues, because our provider didn't have an Asian datacentre, so call quality suffered," he says. "When we discovered VoIPstudio, we were pleased to see they have distributed data centres. Once we started talking to them, we soon realised they could do everything we wanted."

Solution

Meteo began by installing VoIPstudio for its Canada operations, around 8-10 users, followed by other offices in England, Poland, Scotland, Ireland, Spain and France. The plan is to roll the solution out to the bigger offices in Belgium, Germany and The Netherlands during the course of 2017. Once complete, the company will have around 500 users on the platform.

Mr Dijk says the ease of rolling out the telecoms solution to new and existing users has been one of the major benefits of the move to VoIPstudio. "In the US we have some forecasters working from home, and for them it has been very easy to set up," he says. "It has also been quick and simple to customise the set up for the needs of different locations. For example, in Canada they want a twelve hour format instead of 24, and the date presentation is different as well. We can roll out these localisations by making our own provisioning templates. It can all be done from a central point and when the phone connects it gets the configuration automatically."

Mr Dijk says MeteoGroup has been impressed by VoIPstudio's ability and willingness to adapt their service to meet the specific needs of customers. "I have found them to be very, very responsive and willing to help out. For example, we have a corporate directory where we can find all our users in a central system. That was to be sent in plain text over the internet but our security officer wasn't happy with the arrangement. So VoIPstudio came up with a solution involving an SSL gateway which tunnels the traffic towards the corporate directory in a safe manner. Our security officer is happy and now we have the directory up and running."

Benefits

Mr Dijk says the ease of management of the VoIPstudio solution has been a huge benefit to his company, allowing them to improve their overall communications and ease the workload for the support teams.

"We have everything in one place – a central management environment where I can request numbers throughout the world. If I want to request a number in Berlin I can have it in the same system as a number from Tokyo. I can see my whole organisation complete with a geographic break out and geographic numbers." We also now have a clear view of overall costs and most importantly of all, just one bill. Everything is included in the price as well, so it is one stop shopping with no need to add anything on for extra features."

Productivity has improved through the use of features such as Follow Me and Ring Groups. "We have a geographically divided weather room, with different people joining from, say, the UK, The Netherlands and Germany," says Mr Dijk, "but they are all reachable on the same number. With a single call there is a phone ringing in three countries. That just wouldn't be possible with a traditional PBX. We have found the VoIPstudio service improves our overall communications by giving us a telecoms system that is very easy to use. I like the management features because it is very easy to set up and configure. They seem to be really keen on improving their product and service whenever they can. Without question, I am very happy with VoIPstudio."

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Teamleader, MeteoGroup**