



Case Study

DKSH Simplifies Global Enterprise Calling with Tata Communications Kaleyra™ UCaaS for Microsoft Teams



In today's globally distributed business environment, enterprises are increasingly transitioning from fragmented legacy telephony systems to cloud-based unified communications platforms. As organisations expand across regions, standardising enterprise calling and enabling seamless collaboration with customers, partners and employees becomes essential for operational efficiency. Integrating enterprise voice with collaboration platforms such as Microsoft Teams is therefore a growing priority for multinational organisations seeking simplified management and consistent user experiences worldwide.

DKSH is a leading Market Expansion Services provider helping companies and brands grow their business in Asia and beyond. Headquartered in Zurich, Switzerland, DKSH provides integrated services including marketing, sales, distribution, logistics and after-sales support across 36 markets worldwide. With operations spanning offices, warehouses and operational facilities globally, DKSH supports collaboration between employees, customers, suppliers and business partners across its international network.

Given this broad international footprint, DKSH's Group IT team faced increasing complexity in managing and standardising communications consistently across countries and locations.

Managing Diverse Legacy Communication Systems

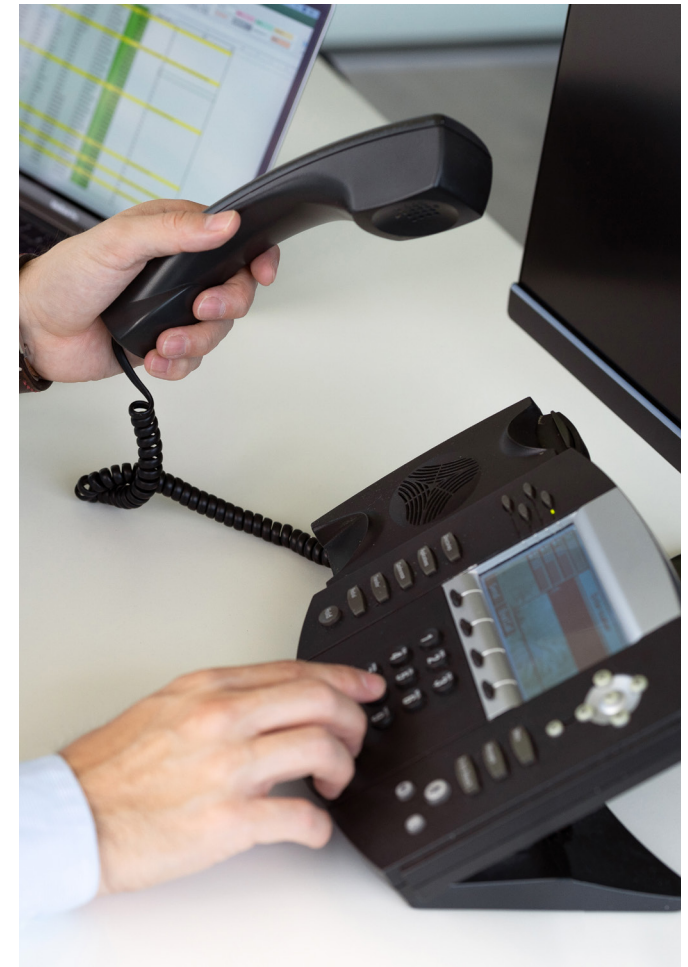
As DKSH expanded globally, communication systems developed independently across countries. Many locations relied on locally deployed legacy PBX systems, making enterprise calling difficult to manage and standardise.

The organisation identified two key priorities:

- Simplify communication processes across countries
- Improve operational and cost efficiency

Managing multiple PBX environments required significant administrative effort, particularly when introducing new calling capabilities such as call attendants or unified configurations. Differences between country deployments also limited DKSH's ability to establish a consistent global communications standard.

At the same time, DKSH was accelerating adoption of Microsoft Teams as its primary collaboration platform and required enterprise-grade calling capabilities that could seamlessly connect internal users with external stakeholders.



Tata Communications Kaleyra™ UCaaS for Microsoft Teams



kaleyra™ Unified Communications

To address these challenges, DKSH partnered with Tata Communications to deploy Kaleyra™ UCaaS for Microsoft Teams (formerly GlobalRapide), enabling Direct Routing and GSIP-based enterprise voice services integrated with Microsoft Teams.

Tata Communications provided end-to-end support covering implementation, configuration, number provisioning and ongoing service management across multiple countries.

The solution enables DKSH to centralise enterprise calling while allowing employees to place and receive business calls directly within Microsoft Teams.



Simplified Operations for Global IT

With Tata Communications managing the underlying calling infrastructure, DKSH significantly reduced the operational complexity associated with legacy telephony systems.

User onboarding and service activation have become considerably simpler. Once licences are assigned internally, numbers can be provisioned quickly and employees can immediately begin using enterprise calling services.

Tata Communications also manages configurations and number assignments, eliminating the need for DKSH's IT teams to physically manage telephony infrastructure across multiple regions.



Enabling Consistent Communications Across Locations

DKSH has implemented the solution across a wide range of operational environments, including corporate offices, warehouses, factories and other operational facilities, ensuring consistent communication capabilities across its diverse global locations.

By leveraging cloud-based communications supported by stable internet connectivity, DKSH can now deliver consistent calling capabilities regardless of location.

This approach helps streamline communication processes across geographically dispersed teams while supporting the organisation's goal of establishing global standards.



Strengthening External Collaboration

While Microsoft Teams effectively supports internal collaboration, DKSH required reliable enterprise voice capabilities to communicate with external stakeholders who may not use Teams.

Kaleyra™ UCaaS enables seamless external communication with customers, suppliers, vendors and business partners, allowing DKSH employees to connect easily beyond organisational boundaries and support day-to-day business interactions more efficiently.



Reduced IT Workload and Responsive Support

Centralised service delivery has helped reduce the workload for DKSH's Group IT team, particularly when managing requests across multiple countries.

Tata Communications provides ongoing operational support, including number assignments and service requests, with prompt response and resolution times.



Greater Visibility with Self-Service Management





DKSH has also been provided access to Tata Communications' self-management portal, which is expected to offer enhanced visibility and control over communications services as adoption progresses. The portal will allow DKSH teams to generate usage and billing reports, manage services more efficiently, validate licence allocation and streamline reconciliation processes. As the organisation begins to explore and utilise these capabilities, the portal is expected to further support operational efficiency and reporting across DKSH's global operations.

A Trusted Global Partnership

DKSH is progressively migrating additional locations from legacy PBX systems to Tata Communications' cloud-based calling platform as part of its broader effort to standardise communications globally. DKSH views its collaboration with Tata Communications as a strong and supportive partnership that continues to enable its communications transformation journey. From implementation to ongoing service management, Tata Communications has helped DKSH simplify global communications while preparing for future expansion and migration.

Business Outcomes

With Tata Communications Kaleyra™ UCaaS for Microsoft Teams, DKSH has achieved:

-  Simplified global enterprise calling management
-  Standardised communications across locations
-  Reduced IT operational workload
-  Faster user onboarding and number provisioning
-  Improved collaboration with customers and partners
-  A scalable foundation for PBX-to-cloud migration



With Tata Communications Kaleyra™ UCaaS for Microsoft Teams, we have been able to simplify and standardise enterprise calling across our global locations. The seamless integration and responsive support have helped our teams collaborate efficiently with customers, suppliers and partners worldwide.

Derrick Yap,
Manager - Digital Workplace, DKSH

Build your future through a digital customer experience

If you are an enterprise looking to transform the way your customers experience your product, talk to your Tata Communications representative about your company's digital transformation.

- How you can reach your high value customers in the most convenient way?

[Transform Now](#)

About Tata Communications

A part of the Tata Group, Tata Communications (NSE: TATACOMM; BSE: 500483) is a leading global commtech (communications technology) player powering today's fast-growing digital economy in more than 190 countries and territories. Leading with trust, it enables digital transformation of enterprises globally with collaboration and connected solutions, core and next gen connectivity, cloud hosting and security solutions and media services. 300 of the Fortune 500 companies are its customers and the company connects businesses to 80% of the world's cloud giants. For more information, please visit

www.tatacommunications.com

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