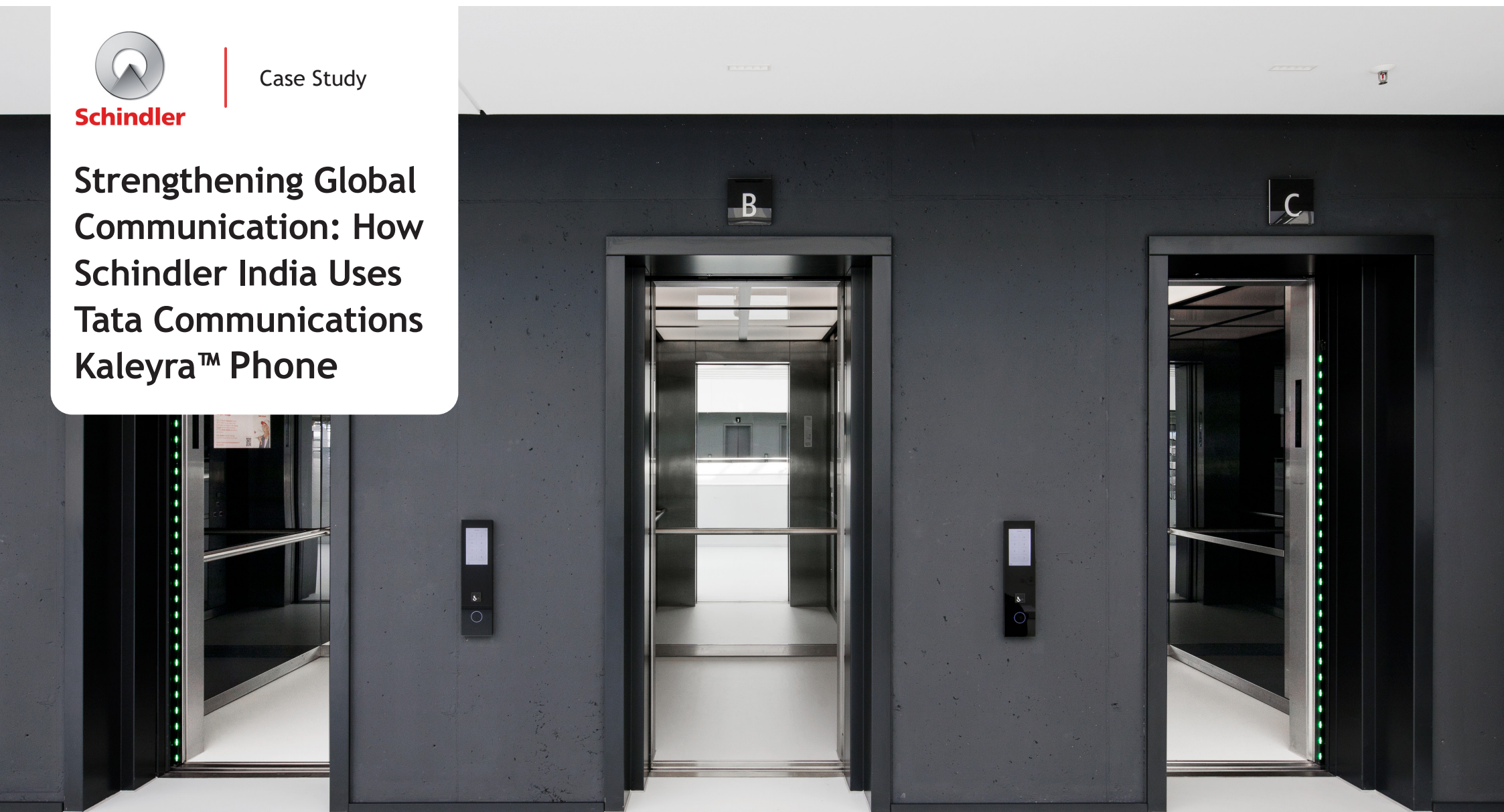




Schindler

Case Study

Strengthening Global Communication: How Schindler India Uses Tata Communications Kaleyra™ Phone



Enabling Seamless Cross-Border Coordination

Schindler has teams across the globe that need to stay connected with partners in different locations. For its India-based teams, regular engagement with overseas contacts such as those in Australia is part of everyday work.

To support this, Schindler India adopted Tata Communications Kaleyra™ Phone (formerly known as Tata Communications JAMVEE), an IP-based voice communication platform designed for international enterprises.

The Need for a Structured Solution

Before Kaleyra™ Phone, international calls were managed through a mix of emails, spreadsheets, and regular phone connections. However, there wasn't a unified system to track conversations or manage contact details, which at times led to gaps in follow-ups and coordination.

Schindler wanted a solution that could simplify the process and provide better visibility into ongoing communication.



About Schindler

Schindler is a global leader in the design, manufacture, installation and maintenance of elevators, escalators and moving walkways – moving over 2 billion people each day. Headquartered in Switzerland, the company operates in more than 100 countries and is known for its focus on safety, reliability and innovation in urban mobility. In India, Schindler has been a wholly owned subsidiary since 1998 with a strong nationwide presence supporting infrastructure and construction projects across sectors.

Why Kaleyra™ Phone



kaleyra™ Phone

Kaleyra™ Phone was recommended by Tata Communications as a reliable platform for international calling and coordination. It provides features such as local callback numbers, real-time dashboards, and options for custom IVRs, all of which helped make communication more streamlined and consistent.

Key reasons for choosing Kaleyra™ Phone included:

- Recognisable local numbers for easy callbacks
- Simple interface with minimal training required
- Dashboard visibility into call volumes and outcomes
- Options for voicemail routing and IVRs
- Backing of Tata Communications' global support team

Use Case in Action

Schindler India's teams use Kaleyra™ Phone to support their overseas interactions. Local Australian numbers are available for calls and can also be shared in agent's email signatures, making it easier for contacts to return calls. The same numbers can be used for inbound calls, with voicemail and IVR options available when agents are not accessible.








| Results: Better Visibility and Coordination

Teams have shared access to call history and records, helping them stay aligned and reduce duplication. Dashboards give an overview of call activity, supporting follow-ups and routine decision-making.

The availability of Kaleyra™ Phone on both web and mobile devices also allows teams to stay connected across different working environments.

Key Highlights

-  Reliable international calling with local callback numbers
-  Shared access to call records for smoother coordination
-  Dashboards offering visibility into call activity
-  Simple to adopt with minimal training
-  Web and mobile access for flexibility

A Reliable Communication Tool

Kaleyra™ Phone is a useful tool for supporting Schindler India's international communication needs, offering visibility and flexibility in connecting with global stakeholders.

The visibility Kaleyra™ Phone provides has helped us streamline follow-ups and improve accountability across the team. The support from Tata Communications has also been responsive and adaptable to our requirements.

Prakash Thakur,

Assistant General Manager, Quality & Knowledge Service,
Schindler India Pvt Ltd



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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