Monitors AnyWhere Uses the GCF Softphone to Make and Receive Calls Around the World

MonitorsAnyWhere

▶ **Company Name:** Monitors AnyWhere

▶ **Industry:** Computer Software

▶ **Founded:** 2009

▶ **Client Since:** 2018

▶ **Website:** monitorsanywhere.com

OVERVIEW

Monitors AnyWhere is an IT company focused on developing and marketing advanced digital signage and video wall solutions for enterprises, industrial facilities, educational institutions, government bodies and all-size companies. Monitors AnyWhere offers innovative, efficient and cost-effective ways for these organisations to display their content on multiple remote screens, over their existing network. Monitors AnyWhere is a global firm with operations in 5 continents.

The company's flagship is the MAWi platform, which allows users to push content onto multiple digital signage screens and video walls that are located worldwide and control the content from a web-based dashboard. The Online Monitors AnyWhere SAAS solution is a cloud-based content management system that allows users to design, update, and display customized layouts via any internet-connected device.

CHALLENGE

Monitors AnyWhere is a global company HQ-ed in Europe, and most of their customers are in the US and Canada. Their main priority was to get a US phone number that would allow them to receive calls from US customers at their various support and sales centers around the world. For the benefit of their European customers, they wanted to get a UK number as well.

Another requirement was to allow their employees to make business phone calls using a service paid for by the company, even when they are at home or away from the office. Furthermore, the CFO preferred to have a one-stop shop for the telecom services, so that he would not have to pay to a number of service providers.

Monitors AnyWhere had tried a few other services, but none of those other services worked out well enough for them.

Customer Stories

MonitorsAnyWhere

SOLUTIONS

After some testing and checking, Monitors AnyWhere decided to go with Global Call Forwarding.

The Monitors AnyWhere sales and support teams use the US toll-free number and the UK geographic (local) numbers that GCF provides them. Both teams use our inbound and outbound call service through our softphone applications for PC and mobile phones. They are also happy with the GCF Softphone, and use it both on smartphones and computers.

We also helped Monitors AnyWhere build an interactive voice response menu (IVR) for better call management. The IVR menu greets callers and routes them to the appropriate department based on their dialpad input.

"Thank you for calling Monitors Anywhere. If you know your party's extension, you may dial it at any time. For sales, press 1. For technical support, press 2." etc.

Monitors AnyWhere uses interactive voice response along with time-based routing to forward tech support and sales related calls to the corresponding agents in Europe, North America, and the Middle East depending on the time of day.

RESULTS

Global Call Forwarding provides Monitors AnyWhere with the full flexibility to make and receive international calls from a single unified system. GCF is a one-stop shop that has consolidated all of its telephone services in a single place. It is a comprehensive, easy-to-use, bundled service that they are happy with.

Monitors AnyWhere is able to connect with more customers worldwide with the help of Global Call Forwarding.

GlobalCallForwarding
Smart Phone Numbers for Smart Businesses

Global Call Forwarding is a leading provider of local and toll free numbers in the US and international markets, we successfully serve thousands of businesses around the world, from small enterprises to large multinational corporations, utilizing an advanced global network and innovative service features.

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