

Safran Sets Up a Global Network of Local Support Phone Numbers Using Global Call Forwarding



- ▶ **Company Name:** Safran Power Units
- ▶ **Industry:** Aviation & Aerospace
- ▶ **Founded:** 2015
- ▶ **Client Since:** 2018
- ▶ **Website:** safran-power-units.com

OVERVIEW

Safran Power Units is a part of the international high-tech group Safran that operates in the aerospace and defense industry. Safran Power Units focuses primarily on the design and manufacturing of aerospace power systems. Safran's goal is to create a sustainable world where air travel is safe and environmentally-friendly through high-tech solutions and excellent customer service.

Safran is committed to customer satisfaction and ensures that satisfying their customers is always their primary objective. Safran's headquarters is located in France with two affiliates in the United States.

CHALLENGE

Safran Power Units is a relatively new branch of the high-tech company Safran. When setting up their customer service center, Safran Power Units realized that they would need a global communication network to ensure customers can conveniently connect with support.

With customers spread worldwide, Safran Power Units wanted to set up a global network of local phone numbers that their customers could call locally or semi-locally to reach customer support.

They wanted to make it easy and inexpensive for customers across North America, Asia, the EU, and the Middle East to connect with their business via phone conversations.

Customer Stories



SOLUTIONS

To create a well-connected global communication network, Safran purchased local phone numbers for different major regions from Global Call Forwarding.

The company uses virtual phone numbers from various countries throughout North America, APAC, and EMEA. Incoming calls to these numbers are forwarded to their centralized customer service center in France, managed by 30 customer service agents.

RESULTS

This global communication set-up enabled Safran's customers from around the world to quickly connect with the company to inquire about a product or receive assistance. Any issues faced with the phone service were resolved promptly by GCF's 24/7 customer support ensuring that Safran continued offering excellent and uninterrupted customer service to its clients.

Global Call Forwarding assisted Safran Power Units in creating a global phone network with local phone numbers to manage international customers and increase their global coverage effectively.



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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