

VQ Customer Insights

VQ Conference Manager is used in a large Federal Organization

Back in October 2022, a large US federal organization purchased VQ Conference Manager for 5 years. The need was for an on-premise solution to enable their operators to schedule and manage high level, critical calls for their employees.

This is a large organization, with 80,000 employees globally and of these 30,000 are supported by the operator team to make their calls.

This white-glove or concierge model has been very successful and as the staff are becoming more familiar with making calls, the organization realised they also had a need to enable their users to make more self-service calls.

In October 2023, a second order was placed for VQ Conference Manager, enabling the 30,000 users to make and manage their own calls, using VQ's self-service applications.

In addition, following Cisco's End of Life/End of Support announcement for TMS, the organisation have purchased an additional 300 VQ DMA (Device Management and Automation) licenses, to the 850 they previously purchased. Work is underway to migrate the management of their Cisco devices from TMS to VQ DMA.

Contact us to find out more.
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