

# Customer Case Study



## Industry

Enterprise Services



## Solution

Microsoft Teams Voice Enabled through NUWAVE iPILOT

## Overview

The Suddath Companies is a large, distributed enterprise that relies on Microsoft Teams as a core collaboration platform. As Teams voice adoption expanded across the organization, **The Suddath Companies needed a streamlined, modern way to provision and manage phone numbers** without introducing operational complexity or manual overhead.

NUWAVE's iPILOT platform provided a centralized, self-service approach to managing Teams voice that aligned with The Suddath Companies' scale, internal workflows, and IT standards.

## The Challenge

Before adopting iPILOT, managing Microsoft Teams voice required working across multiple systems and processes. Common challenges included:



### Redundancy

Duplicate steps between portals when provisioning or updating numbers



### Labor Intensive

Manual workflows that slowed down changes and created friction for IT teams



### Not So Transparent

Limited visibility into voice configuration within the Teams environment



### Stuck In The Past

A need for a more intuitive and modern administrative experience

The Suddath Companies needed a solution that reduced operational burden while giving their team greater control and clarity.

## The Solution

The Suddath Companies implemented NUWAVE iPILOT to manage Microsoft Teams voice and number provisioning through a single, unified platform.

With iPILOT, The Suddath Companies was able to:



Provision and manage phone numbers directly within an integrated platform



Eliminate duplicate work across multiple systems



Use self-service tools instead of relying on manual processes



Leverage built-in documentation and knowledge resources to support internal teams

The tight integration with Microsoft Teams ensured changes flowed smoothly into the environment without added complexity.

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## The Impact

While The Suddath Companies did not set out to overhaul their entire communications strategy, iPILOT delivered immediate operational benefits:

Simplified day-to-day voice management

Improved visibility and control over Teams voice services

Reduced administrative effort for IT teams

A more intuitive and modern experience for managing enterprise voice

The platform enabled The Suddath Companies to support Teams voice more efficiently while maintaining confidence in their communications infrastructure.

## Why NUWAVE

The Suddath Companies selected NUWAVE for its ability to deliver carrier-grade voice management through a platform designed specifically for modern UC environments.

iPILOT stood out by offering:



01

### Voice Enablement

Purpose-built Microsoft Teams voice enablement



02

### Self - Service

Enterprise-ready self-service capabilities



03

### Intuitive Experience

A clean, intuitive administrative experience



04

### Reduce Complexity

A platform designed to reduce complexity, not add to it

## Customer Perspective

“NUWAVE’s iPILOT platform has significantly simplified how we manage Microsoft Teams voice. Provisioning numbers is straightforward, changes flow seamlessly into Teams, and the self-service portal removes much of the manual effort we previously dealt with.”

— The Suddath Companies

## Key Takeaways

For enterprises running Microsoft Teams at scale, operational simplicity matters. iPILOT helps organizations modernize voice management by removing friction, centralizing control, and enabling teams to operate more efficiently without disrupting existing workflows.

