

# Customer Success Story – Cosco Shipping Lines & Partner Quendra



**Partner**  
Quendra

**Client**  
Cosco Shipping Lines  
(Belgium)

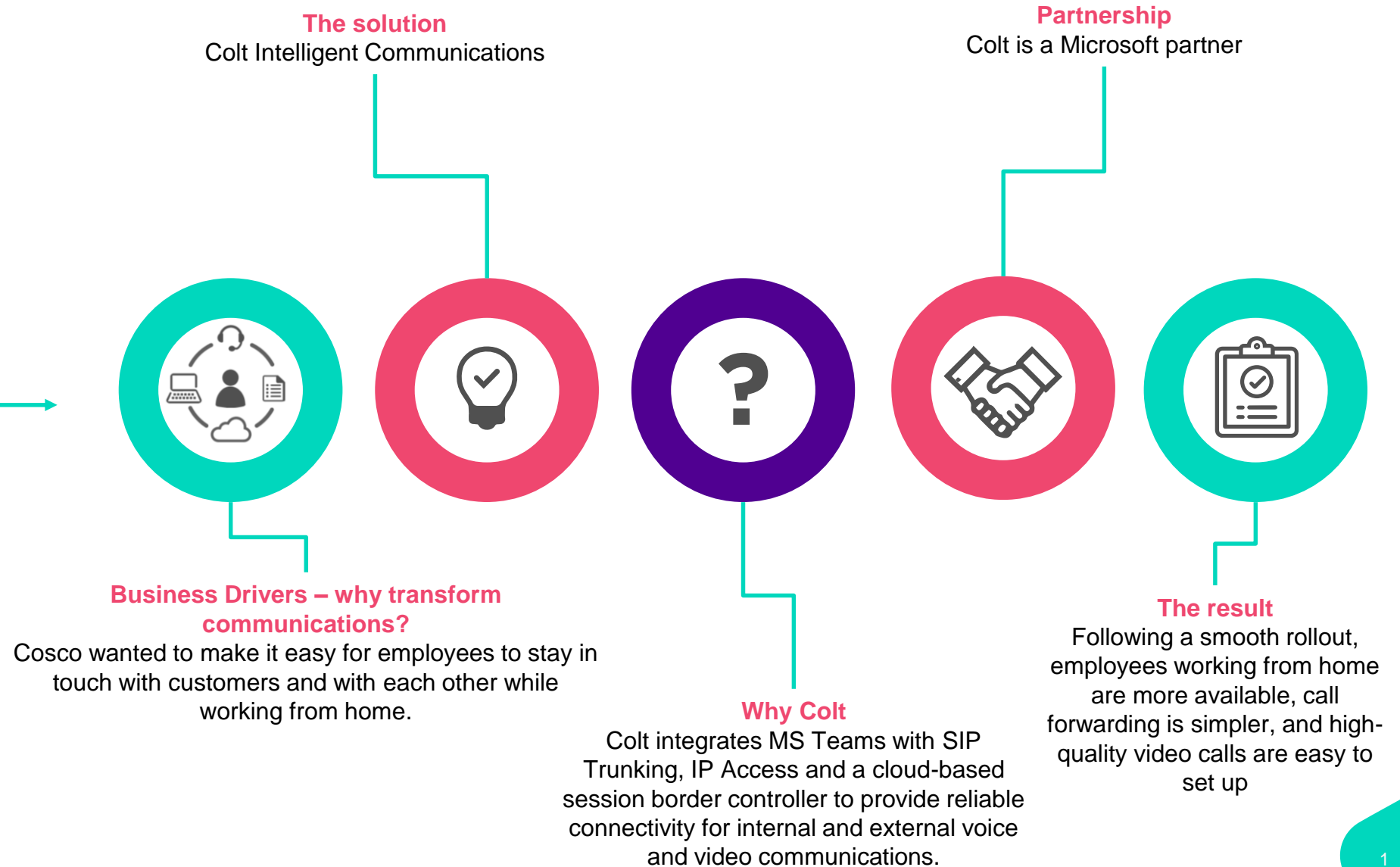
**Business**  
Container logistics

**Sector**  
Marine transportation

**Products and services**  
Colt Intelligent  
Communications (CIC)

**Locations**  
Belgium, Luxembourg

**Number of employees**  
95



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## Business drivers – why transform communications

Operating as an agent for China's Cosco Shipping Lines, Cosco Belgium provides importers and exporters in Belgium, Luxembourg and nearby countries with tailored logistics packages.

Ensuring communications with customers and ships' captains is an important part of the job for IT Manager Johan De Wispelaere. Migration from local Microsoft apps to Microsoft 365 led him to explore using MS Teams to meet Cosco's voice and video calling needs. "The ability to use a computer as a phone with a fixed number was something our old PBX couldn't support," he says.

With 75% of employees working from home owing to the pandemic, Johan realised that MS Teams could make it easier to keep both internal and external comms running smoothly.

## Our partner

Quendra ([www.quendra.com](http://www.quendra.com)) provides consultancy services and develops ICT solutions for enterprises in a number of European countries.

## Why Colt for MS Teams voice integration?

As a Microsoft partner, Colt integrates Microsoft 365 with the Colt IQ Network to provide reliable, high-bandwidth connectivity for voice and video communications.

## The solution

Colt integrated a cloud-based Microsoft-certified session border controller (SBC) with Cosco's existing Colt IP Access and SIP Trunking services to support voice and video calls using MS Teams. Cosco kept its existing direct dial numbers, ensuring transparency for customers and other external callers. Employees use IP deskphones or softphones on their laptops to make and receive calls.

## Business outcomes

Following a brief proof of concept, the solution was rolled out to all 95 employees at the company's Antwerp and Zeebrugge offices. Benefits include:

- Easier setup of users and hunt groups
- Simplified call forwarding
- People working from home being easier to reach
- Easy-to-organise, high-quality video calls for internal and external participants

"Users love it – the interface is the same on all devices, and so intuitive that they're discovering new features for themselves," says Johan. "Users can also manage password resets without help from IT, which makes life easier for my team."

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## Why Colt was selected

“Unlike other voice integration solutions we considered, Colt’s is based in the cloud, which fits with Cosco’s ongoing journey to cloud infrastructure,” says Johan. Being a cloud-based solution means a faster, non-disruptive rollout, as there’s no equipment to install or configure at the customer’s site. Colt’s solution also proved to be more cost effective.

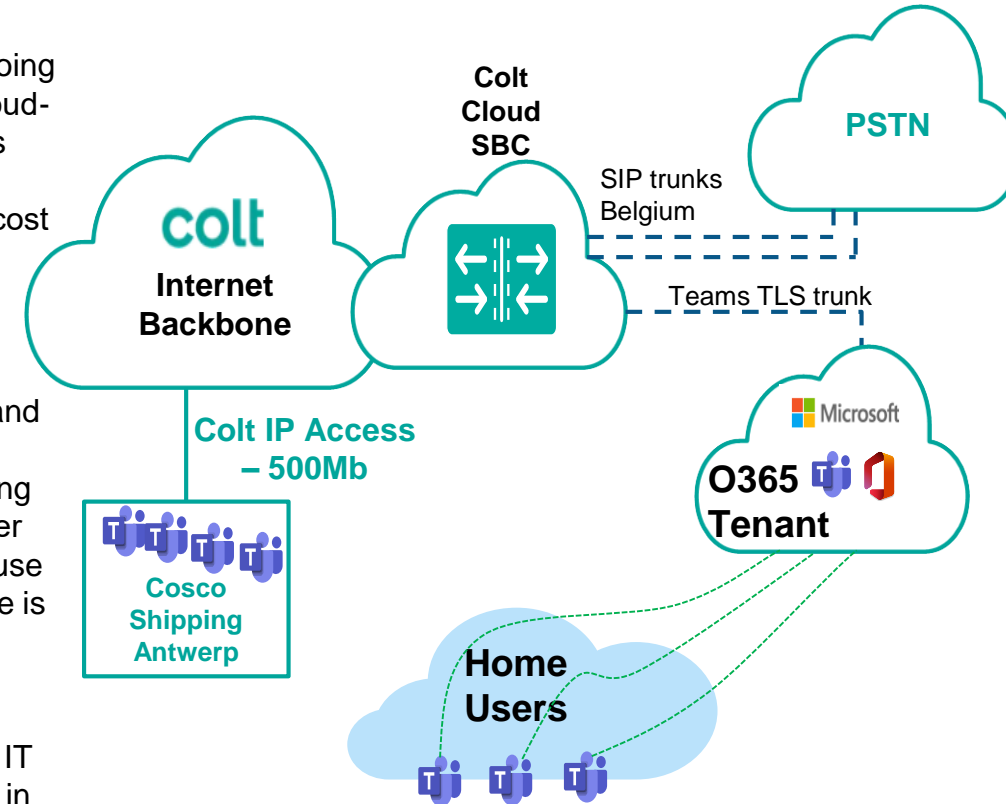
## Delivery

Colt, Quendra and ez Networking (Cosco’s partner for Microsoft 365) worked closely together to ensure swift and smooth delivery. “The collaboration was excellent, with everyone understanding their responsibilities and bringing their technical expertise to bear,” says Johan. Switchover on a Friday evening ensured the solution was ready to use the following Monday morning. Cosco’s Rotterdam office is now also implementing the same solution.

## Colt’s partnership with Quendra

A long-term Colt partner, Quendra designs and delivers IT and communications solutions for enterprise customers in Europe. To ensure the quality and reliability of its solutions, Quendra works with market leaders like Colt.

## Customer architecture



## Find out more

For more information about Colt Intelligent Communications, visit

[www.colt.net/intelligent-communications](http://www.colt.net/intelligent-communications)