# Torrestir Upgrades to More Efficient Telephony Management with Avaya

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Torrestir's challenge to Orcinus, an Avaya business partner, was to present a solution which reduced the number of PBXs, increased communication stability, facilitated redundancy between sites, provided fixed/mobile unification, while reducing overall cost.

Torrestir has the Avaya IP Office™ Platform installed to support 4 different sites, so it is very important that the connection between them is efficient and reliable. In addition to these 4 sites, Torrestir has more than 20 remote offices in Portugal, Spain, Germany and Mozambique. Using VPN connections, the implemented solution made it possible to ensure that remote sites were "indoors", ensuring better and more efficient telephony management.

"The reduction of fixed costs in telephone lines and calls, as well as the variable / intangible costs inherent in repairs, relocation, support, management, control and configuration processes, exceeded our initial expectations," Jorge Rafael from Torrestir explains.

"All the calls are now able to be controlled by our Headquarters and branches, which greatly enhanced the quality of our work and increased the level of customer service. We no longer have missed calls if an employee is on another call or away from their workplace. When there is centralized call distribution, there is always someone who can answer calls in a professional and timely manner."

Torrestir has many employees who travel to other countries (Administration, Directorates, Commercial and Operational Managers and Drivers). They have multiple foreign sites and have relationships with external partners and the new communications system has saved them