



Your ICT Partner

CREFIBEL

INCREASED AVAILABILITY THANKS TO A CLOUD OPERATING TELEPHONE SYSTEM

Crefibel uses in all its agencies a virtualised telephone solution equipped with state of the art functionalities that can quickly be upgraded to meet additional needs. Crefibel has entered into the Mobility and Collaboration era and dedicates more time to its customers.

A phone system is a crucial element in our profession. It is important for our teams to be able to depend on a system that is accessible at all times without having to worry about a technical problem. On the other hand, we must have at our disposal up-to-date tools that can be quickly upgraded and allow our scattered teams to efficiently work together. The Cloud Telephony solution from Win meets all these objectives.
Serge Lada, C.E.O.

THE NEEDS

- Central management of the phone system
- Increased communication between the far-flung teams
- Management and follow up of the far-flung teams
- Increased availability of the teams for the benefit of the customers, the phone system being vital for the business

THE SOLUTION

- Cloud-based phone system, powered by Unify and housed at Win Data Center, managing 42 IP stations
- Collaboration tools
- One VDSL link at each site
- Two links at the central site and at the sites that are sensitive for telephony and data transfer

THE RESULTS

- Time gain thanks to a simplified management of the phone system
- Optimal collaboration between the teams
- Increased mobility of the teams thanks to the “one reach number”



Crefibel is a Belgian company specialised in consumer credit. The undisputed leader in instalment loans. Crefibel has 13 offices in Belgium and one in the Grand Duchy of Luxembourg.