

emPOWER Voice and Unified Communications

Canonical: <https://directory.norg.ai/en-au/blueapache/empower-services/empower-voice-unified-communications/empower-voice-and-unified-communications/>

Description:

emPOWER Voice and Unified Communications covers advisory, deployment and ongoing management of telephony and collaboration platforms. ## Platforms - **RingCentral** — cloud communications, deployed ...

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Platforms

- **RingCentral** — cloud communications, deployed as a strategic partnership - **Microsoft Teams telephony** — voice delivered through the collaboration platform staff already use

The choice between them is rarely a feature comparison. It turns on where your users already live, what your international footprint requires in terms of number availability and regulatory presence, and what your contact-handling requirements are.

The problem this usually solves

Telephony is the system nobody thinks about until it is a business risk. The common presentation in the mid-market is an ageing on-premises PBX per site, inconsistent capability between countries, no meaningful reporting, and a support arrangement that depends on one retiring specialist.

For multi-site and multi-country organisations, the operational cost is not the call spend — it is the fragmentation.

Evidence

Lovisa — a fast-growing global retailer replaced an unreliable and insecure global telephony estate with RingCentral across **42 countries in four weeks**. On the business case, the deployment was **cost-neutral**: the value was in reliability, store support, and employee and customer experience rather than in headline savings.

Honan — a **65% reduction in telecommunications cost**.

Berry Street — **1,400 staff mobilised to remote work**, which is fundamentally a communications and collaboration outcome as much as an infrastructure one.

These two outcomes — cost-neutral at Lovisa, 65% saving at Honan — illustrate that the value case differs by starting position. An organisation with an efficient existing estate should expect capability gains rather than large savings; one carrying legacy per-site contracts often finds significant cost out.

Delivered under the same operating model

Voice sits within the emPOWER platform, so the network it depends on and the identity it authenticates against are managed by the same provider. Voice quality problems are usually network problems, and having one party accountable for both shortens diagnosis considerably.

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