



Leveraging Unified Communications

Manufacturers Alliance for Productivity and Innovation



OSibeyond
CASE STUDY



MAPI Implements eXos Unified Communications Solution by OSIbeyond

The Manufacturers Alliance for Productivity and Innovation (MAPI) streamlined its communication and collaboration tools by moving from a traditional on premise telephone system and ad hoc communication tools used by staff, to a unified and fully integrated solution.

The Director of Technology at MAPI understood the benefits of implementing an enhanced communication solution to streamline staff productivity. The existing on premise solution offered limited telephone features and a complicated interface. In addition, the disconnect between email and phone system as well as the lack of internal instant messaging solution, limited staff productivity. The eXos Unified Communication solution provided by **OSIbeyond**, has resulted in several key benefits:

1. Increased remote user productivity
2. Enhanced internal staff communication
3. Improved staff collaboration

“I came to the conclusion that I needed to find another solution after realizing many staff were communicating routinely outside our own systems, both internally and externally. This solution has provided additional power to the remote user/telecommuter model. The chat functionality along with screen share has enabled me and others to see and address issues more quickly as they come up.”

- Noah Cohrsen, Director of Technology, MAPI

About MAPI

Manufacturing leaders use the Manufacturers Alliance for Productivity and Innovation (MAPI) to share best practices, discuss solutions to common challenges, and become better leaders. By leveraging the experiences of their peers, members use MAPI to make their enterprises more competitive and increase their personal effectiveness. As a professional society for manufacturing's leaders, we operate topical councils and produce a variety of research, including economic forecasts and analysis of best practices. www.mapi.net



Lack of Communication & Collaboration Tools Limited MAPI's Capabilities

Noah Cohrssen, Director of Technology at MAPI, was frustrated by the limited capabilities of the old phone system, as well as the lack of communication and collaboration tools available to their staff.

“Our move to eXos Unified Communications addressed several issues including a limited telephone feature set, a series of complicated interfaces... disconnect between email and telephone system as well as the lack of an internal instant messaging solution.”

- Noah Cohrssen, Director of Technology, MAPI

The Solution

MAPI required a solution that would provide greater telecommuting capabilities as well as internal communications. The **eXos Unified Communications** platform provided by OSIbeyond offered a truly unified and fully integrated solution consisting of a VoIP hosted PBX phone system, web meeting and conferencing solution, instant messaging and collaboration, and integrated email in one single platform.

“A telecommuting option has been a personal goal of mine for a while and this goes far to achieve it. Better internal communications have also been a goal which this addresses as well. The functionality is similar to features found in the Google Apps for Business solution as I have seen it, however as it works with the Microsoft structure, it works with our existing investment.”

- Noah Cohrssen, Director of Technology, MAPI

MAPI Enhances Communication Capabilities with OSIbeyond's Platform.

Since implementing the eXos Unified Communications solution, MAPI has benefited from increased staff productivity. “I have heard from several staff describing how this solution has allowed them to be productive remotely in a more complete manner as opposed to communicating through just webmail.” said Cohrssen.

In addition, MAPI has benefited from increased efficiency in communication by the staff. “I strongly believe this solution provides an opportunity to transform, in a meaningful way, an organization's internal and external communications.” said Cohrssen.

Need More Information?

Contact OSIbeyond

301-312-8908