GoTo

chyma.
em**powering** businesses

GoTo partnership powers business growth at Chyma with proactive support and agile cloud solutions

Sydney-based IT solutions provider, Chyma, specialises in unified communications technologies. The organisation works with a diverse range of clients throughout Australia, with expertise in the hospitality and healthcare sectors. The specialists at Chyma are dedicated to understanding customer requirements, markets and priorities, so they can build and support IT solutions that help their clients work more efficiently.

Challenge

The traditional telephony solutions offered by Chyma were well suited to supporting large complex organisations. However, they didn't offer the rapid deployment and flexibility that clients were increasingly requesting, to meet the needs of a fast-moving marketplace.
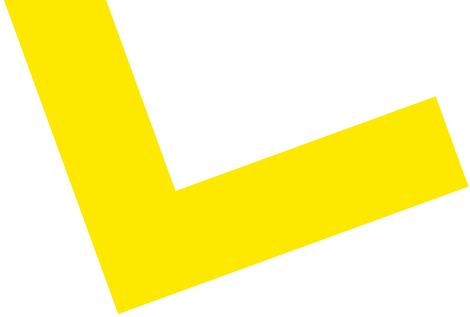
In addition, many Chyma clients were large organisations with distributed workforces, operating from multiple locations. Deploying traditional on-premises telephony solutions in these situations was complex and challenging. The company wanted to find a cloud-based telephony platform to offer customers the simplicity, flexibility and rapid implementation they needed.

Solution

The team at Chyma chose to add the GoTo Connect telephony platform to their portfolio. As a cloud-based solution, it naturally supports a distributed architecture while offering simple deployment, flexibility and scalability. Users can make and receive calls from anywhere, on desk phones, laptops or mobile devices.

Dave Carnell, Managing Director of Chyma, says, "We explored a number of cloud telephony providers offering similar solutions, but GoTo stood out due to its level of engagement with us. We were impressed with the company's desire to actively partner with us and help us grow our business, not just provide a technology solution."

Chyma also looked to refresh the organisation's own telephony system. Like many customers, Chyma staff were working from home and in the office, with engineers working on client sites. Everyone in the business needed to be able to make and receive calls from wherever they were working.

> Carnell continues, "With GoTo Contact, its built-in contact centre capability, GoTo Connect gave us the cloud platform we needed to enable our own people to take calls and log customer requests from anywhere, and to direct calls efficiently to the right engineers. It enabled us not only to field more customer calls, but also improve our response capabilities."

Result

The rapid deployment enabled by GoTo Connect means Chyma can now implement a complete telephony solution for clients very quickly, often within a week of order.

One of the biggest advantages for Chyma is the data provided by GoTo Contact. The organisation can monitor call volumes to see when phone lines are busiest, and manage engineer rosters around peak times to improve service levels.

Carnell says, "The engagement with GoTo has been fantastic, right from the start. When we got our first client lead, GoTo worked closely with us to support the implementation. We now work collaboratively all the time. GoTo brings clients to us that it thinks are well suited to our business, and we introduce new clients to GoTo. It is a true partnership."

"GoTo software offers an easy-to-use, flexible and reliable solution for our customers. As a partner, GoTo is a powerful supporter of our business. We have been amazed at the genuine desire they have to proactively help our business grow."

Dave Carnell
Managing Director, Chyma

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03.11.2022_GoTo0165