



Customer  
Tecpetrol

Website  
<https://www.tecpetrol.com>

Location  
Latin America

Industry  
Oil & Gas

## Customer Profile

Tecpetrol is an oil and gas company that has contributed to development in Latin American countries by providing energy for transport, industries, businesses and home use.

## Objectives:

- Migrate to Microsoft Teams from a multi-site, legacy telecommunications environment made up of multiple PBXs
- Acquire an expert understanding of all elements of the integration process
- Reduce overall costs for equipment, maintenance and support services

## AudioCodes Solutions

- [AudioCodes Direct Routing SBCs for Microsoft Teams](#)

## Benefits

- Seamless, rapid and cost-effective migration to Microsoft Teams Phone System
- Planning, execution and monitoring of the solution by AudioCodes experts
- Significant boost to employee productivity

## Tecpetrol

### Seamless Migration from Legacy Telephony to Microsoft Teams Phone System

AudioCodes Direct Routing SBC for Microsoft Teams made it possible for Tecpetrol to unite all communication channels across Latin America.



## Background

Tecpetrol had been using Cisco CallManager and Skype for Business for their business communications but began looking for a single platform solution to unify their communications infrastructure. Their desire to integrate stemmed from wanting to minimize communication complexity, as well as reduce operational expenses.

Tecpetrol searched for an all-in-one solution that could deliver both unified communications (UC) and collaboration.

## Objectives

Tecpetrol wanted to utilize Microsoft Teams as their UC and collaboration platform for communications and meetings, but it was important for them to create a seamless transition for their users.

Tecpetrol wanted to unify their offices and PBXs locally using hardware SBCs on premises and core software SBCs that would integrate within their entire operation.

This change started with implementing an independent video conferencing system that enhanced their employees' collaboration, communication and teamwork.

With this new video conferencing platform, Tecpetrol was able to host live events on Microsoft Teams. This helped them strengthen the adoption of Teams throughout their organization and quickly became their preferred platform for UC and collaboration.

However, Tecpetrol still relied on Cisco's infrastructure to communicate between their headquarters and other offices located throughout Latin America. They also needed the capability to communicate with their customers who were using Microsoft Skype for Businesses as their enterprise voice and video communications platform.

Tecpetrol's strategy was to analyze different migration scenarios to minimize possible impacts and reduce the risks associated with migration. They wanted to unify their offices and PBXs locally using hardware SBCs on premises and core software SBCs that would integrate within their entire operation.

Ultimately, they were aiming for a quick and successful user adoption of Microsoft Teams.

## Solution

Thanks to the great work performed by Newtech (a Microsoft and AudioCodes partner) and AudioCodes' service team, Tecpetrol were able to create a final blueprint for their Microsoft Teams implementation.

**newtech**

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Tecpetrol chose AudioCodes' Direct Routing SBC over other vendors because AudioCodes solutions were able to not only fulfill Tecpetrol's requirements but were also the powerhouse behind providing them a seamless transition from their existing legacy telephony systems into the Microsoft Teams Phone System. These requirements included:

- Microsoft certified Direct Routing SBCs for PSTN and SIP trunk connectivity to Microsoft Teams.
- Cisco CallManager, dial plan policy, route management, call classification and polices integration and configuration.
- Call queues and auto-attendant configurations.

The adoption of Microsoft Teams and integration from legacy PBXs were game changing to the way Tecpetrol communicates.

The deep integration of AudioCodes Direct Routing SBCs helped migrate Tecpetrol in a transparent and agile manner, instantly resolving complex scenarios.

“Because of Microsoft’s great UC platform, our integrator Newtech and AudioCodes’ flexible approach and products, we managed to successfully migrate to Microsoft Teams and improve our customers’ experience and productivity.”

**Juan Martín Patronelli,**  
IT Communications Network Manager,  
Tecpetrol

AudioCodes and Newtech helped Tecpetrol plan their Teams functionality with a comprehensive analysis of their requirements, which included:

- Microsoft Teams migration scenarios, planning and design documentation.
- Permits and licensing requirements.
- Configuration and policy verification

## Results

The adoption of Microsoft Teams and integration from legacy PBXs were game changing to the way Tecpetrol communicates. This provided a consistent user experience, regardless of where users were located, by using Microsoft Teams as their single UC platform for all sorts of communications.

Thanks to AudioCodes flexible solution, Tecpetrol were able to overcome their migration hurdles during their transition from Skype for Business to Microsoft Teams cloud telephony. The deep integration of AudioCodes Direct Routing SBCs helped migrate Tecpetrol in a transparent and agile manner, instantly resolving complex scenarios.

With the joint collaboration between Microsoft, AudioCodes and Newtech, Tecpetrol managed to successfully migrate 1,000 users to Teams. Tecpetrol now has the appropriate infrastructure in place to migrate their remaining 2,500 users to Microsoft Teams in the future.

Tecpetrol was satisfied, as their needs and requirements were met quickly and seamlessly, and their user awareness training was carried out successfully.