

8x8

# Friction-free calls via Teams delight BDO knowledge workers

BDO LLP operates in 18 offices across the UK, employing 6,500 people offering tax, audit and assurance, and a range of advisory services. BDO LLP is the UK member firm of the BDO international network.

## The challenge: New digital work model

While increasing its footprint across EMEA, BDO's UK operation was driving digital transformation, based on a software-as-a-service first/public cloud-first strategy. This would consolidate disparate systems, reduce hardware spend, and improve internal and external communications and collaboration.

But the vision went further. "We saw an opportunity to enable new ways of working based on activity, instead of being bound by time and geography," explains Stuart Walters, Chief Information Officer at BDO. "Our experts could 'be themselves' and thrive across time zones and jurisdictions rather than feeling they had to work at set times or keep coming to the office."

The company invested in Microsoft 365 and began to pilot Microsoft Teams. But then the pandemic struck. With staff no longer office-based, calls were being diverted to voicemail and notifications sent by email. BDO also received unexpectedly high mobile phone bills.

"It became clear that we needed a cloud telephony platform that could integrate with Microsoft and offer high quality calls globally in a seamless and cost-effective way," says Walters.



**Company Name:**  
BDO LLP

**Website:**  
[bdo.co.uk](https://bdo.co.uk)

**Industry:**  
Professional Services

**Headquarters:**  
London, UK

**Channel Partner:**  
[EveryCloud.co.uk](https://EveryCloud.co.uk)



**8x8 Product:**  
8x8 Experience Communications platform with 8x8 Contact Center and 8x8 Voice for Microsoft Teams

**Primary Reason Chose 8x8:**  
Proven track record and deep integration with Microsoft Teams

**6500**

staff empowered

**98%**

of job roles benefit

**5.5 million**

Teams sessions per month



## The Solution: Calls at the click of a button

BDO required a cloud communications platform to enable global calls easily within Teams for thousands of client-facing knowledge workers, as well as supporting its contact desks for finance, HR, and IT. The change signified a remarkable transformation, as these groups together represented over 6,500 people, around 98% of the company's entire workforce in the UK and across EMEA.

With expert guidance from 8x8 partner EveryCloud, BDO selected the full suite of tools it needed with 8x8 Experience Communications as a Service (XCaaS), which includes 8x8 Voice for Microsoft Teams.

"Now our people can make or receive calls directly from the Teams interface on their desktops or mobile phones. We didn't have to go through any more business change or training because it's so intuitive to use within Teams," says Walters.

"The integration was one of the smoothest implementations I've ever witnessed. We were blown away. And 8x8 was great to deal with."

**"Increasingly, the frictionless tech provided by 8x8 XCaaS will help companies like ours to compete and win in the race for talent in IT and professional services for years to come."**

**Stuart Walters**, Chief Information Officer, BDO

## The Benefits: Attracting top talent

Today, calls made via 8x8 comprise a significant share of the 5.5 million activities per month that go through Microsoft Teams at BDO in EMEA. And the number could rise, as BDO divisions in Canada, Hong Kong, Africa, and elsewhere explore what they can achieve with 8x8.

Within EMEA, mobile bills have reduced and more savings are anticipated, as BDO's knowledge workers resume travel once more, and use least-cost routing. Meanwhile, BDO's contact desk teams now have 'live' analytics on calls, helping them to improve customer service, internally and for clients.

But it's the cultural change enabled by 8x8 that proves to be one of the most remarkable benefits. "Our employees really appreciate Teams and 8x8," says Walters. "We trust our staff and enable them to work flexibly for their clients and colleagues, which suits their work-life balance and it's hugely popular. Increasingly, the frictionless tech provided by 8x8 will help companies like ours to compete and win in the race for talent in IT and professional services for years to come."

**Contact 8x8 sales or your 8x8 partner for additional information.**

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**8x8**

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