



CONFERENCING WITH MICROSOFT LYNC

CRB USA: Talking Local, Building Global with Microsoft Lync 2013 and Voxbone

EXECUTIVE SUMMARY

CRB USA, a global design, construction and engineering company, specializes in developing manufacturing facilities for the giants of the bio-pharmaceutical industry. It has built more than \$1.5B in capital projects. With over three decades of experience in its field, CRB has been expanding in developing and emerging markets through a network of international and regional design partners, executing large complex construction projects in a collaborative way. This growth has made conferencing and collaboration a high priority for the firm.

THE CHALLENGE

In the construction industry, collaboration and communication is critical. Frequent conference calls are required to discuss details relating to work. If a mistake is made in the field, it is costly to repair, precious time and materials are wasted, and extremely complex and time-critical projects can be delayed.

Deploying a workforce of over 600 professionals based in 12 regional offices and field sites, CRB found that its email, collaboration, and conferencing tools required an upgrade. These tools were developed in a silo approach, with little integration. CRB employees, customers and partners outside the U.S. also complained that joining conference calls often required using long distance numbers. This was expensive, especially as many calls were long in duration. In order to reduce costs and make the tools more valuable for its teams, CRB decided to migrate to a unified communications platform.

THE SOLUTION

Starting in 2007, CRB began its migration from legacy PRIs (Primary Rate Interfaces) and conferencing bridges to a SIP-oriented approach. Last year, CRB retired its H.323 conference bridge in favor of a [Microsoft Lync-based solution paired with Voxbone](#) inbound SIP Trunking DID access numbers. CRB now deploys Voxbone numbers in nine countries in Asia-Pacific, Europe and North America.

CRB's Lync 2013 deployment also includes Session Border Controller equipment from Voxbone's partner, AudioCodes, to help them manage multiple providers and redundancy in its network.

SUCCESS STORY

“Voxbone had a welcoming and easy to use platform and portal.”

Said Derek Hagmeier, IT Manager at CRB.

“From their Sales account managers, to technical contacts, they have been very easy to work with. Our staff is very happy with the new International conferencing capabilities and voice quality. Voxbone, AudioCodes and Microsoft Lync 2013 have enabled CRB to move forward with international telecommunications strategies and enable realtime communication without scheduling constraints. Everyone at CRB has access to the instant messaging and screen sharing tools we need, enabling us to collaborate better as a global team and realize our vision of 'Be Local, Be the Best' for our customers.”

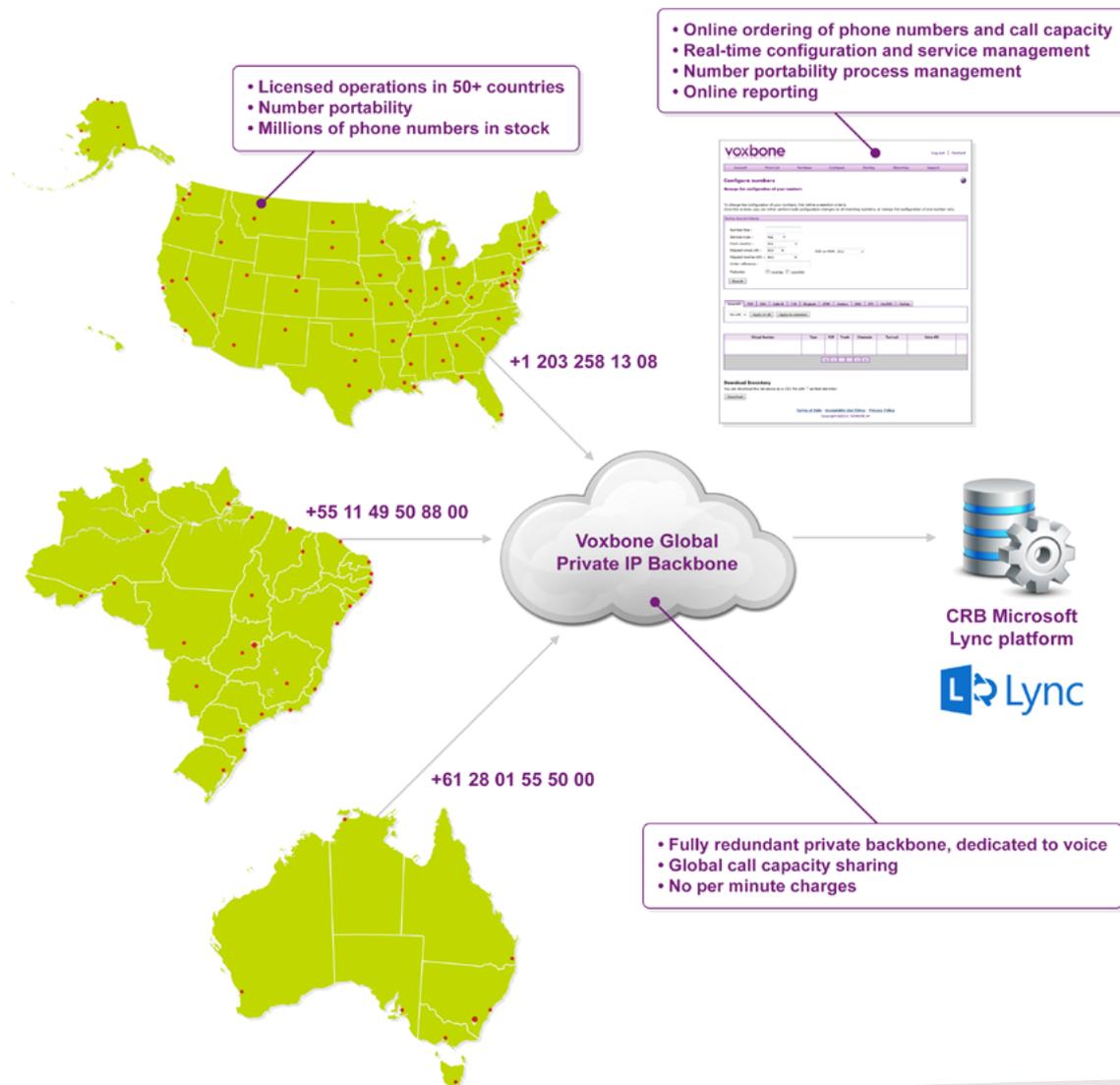
ABOUT VOXBONE

We are Voxbone: the market leader in providing virtual local phone numbers (often referred to as DID numbers). Our services make it simple for cloud communications providers, international carriers and enterprise contact centers to extend the reach of their voice networks quickly, globally, and economically. We deliver high-quality DID numbers from more than 60 countries and over 9,000 cities around the world. Our geographic, mobile and toll-free numbers can be ordered in real-time via our web portal or an API. We are the only operator of our kind, with our own number ranges, telecommunications licenses and a global private VoIP backbone. Our happy customers include: Telefónica, Deutsche Telekom, Orange Business Services, NTT Communications, 8x8 Inc., InContact, Serenova and Skype. Want to know more?

Come and check out our website at www.voxbone.com, read [our blog](#) or follow us on [LinkedIn](#), [Twitter](#) or [Facebook](#).

ABOUT CRB

CRB is a full-service network of engineers, architects, constructors and consultants assisting advanced technology organizations in the planning, design, construction and operational support of facilities across the globe. With world-class technical expertise and an empowered team of 600-plus, we relentlessly pursue and deliver the right solutions to our clients' technical challenges, no matter how big or small. Founded in 1984, CRB has twelve production offices located in: Kansas City, Mo.; St. Louis, Mo.; Raleigh, N.C.; Philadelphia, Pa.; San Diego, Calif.; San Jose, Calif.; San Juan, Puerto Rico; Kalamazoo, Mich.; Boston, Mass., Boulder, Colo., Baltimore, Md., and Atlanta, Ga.



Voxbone Europe (HQ)

Avenue Louise 489
B-1050 Brussels
Belgium
Tel: +32 2 808 00 00
Fax: +32 2 808 00 01

Voxbone North America

535 Mission St
San Francisco
CA 94105
United States
Tel: +1 415 520 5005

600 Congress Ave
Austin
TX 78701
United States

Voxbone UK

1 Fore Street
London
EC2Y 5EJ
United Kingdom
Tel: +44 20 3695 6500