

GoTo



GoTo Connect unlocks seamless, state-of-the-art remote communications for global software firm.

Success Story: Dalim Software

“GoTo Connect is really a very smart solution. Combined with GoTo Meeting and GoTo Webinar it gives us a complete online communications system, which is extremely professional and easy to administer. It enables us all to work and communicate easily and effectively from anywhere, which is precisely what our own ES Software suite enables our clients to do with all sorts of media and communication material.”

Vincent Demange

Chief Information Officer, DALIM SOFTWARE

Founded in 1985, DALIM SOFTWARE GmbH, headquartered in Kehl, Germany, offers efficient, scalable software solutions, which provide specialised media content collaboration and approval capabilities for brands, retailers, media and communication agencies and their service providers. **Dalim.com**



Challenge

DALIM SOFTWARE employees are based around the world, in Europe, Brazil, USA and UK, with customers across Asia, Europe, South Africa, North and South America. Communicating effectively across all of these groups in different time zones is a challenge. The company had been using a PBX VoIP phone system for around 20 years, which had become limited for a company otherwise accustomed to going the extra mile for its end users with its own ES software suite.

The former PBX VoIP system was unable to upload voice messages, could not be updated without significant hardware changes, and provided no connectivity between mobile phones.

Vincent Demange, Chief Information Officer at DALIM SOFTWARE, says: “We had been looking for a replacement phone system for a number of years. A cloud-based solution was high on our list of priorities, and we had looked at several well-known providers, none of which satisfied our requirements.”



Solution

DALIM SOFTWARE had been using GoTo Meeting for video conferencing and GoTo Webinar to deliver online events since 2015. So when Vincent attended the ISE tradeshow in Amsterdam in February 2020, he visited the Goto stand, and was introduced to GoTo Connect. GoTo was keen to find tech-savvy users to leverage all the new features offered by this solution.

The Covid-19 lockdown intervened, so GoTo arranged a remote demo of GoTo Connect, followed by a test deployment for five DALIM SOFTWARE employees working remotely.

Vincent says: “The capabilities and flexibility of GoTo Connect were just what we needed, and the successful trial con-vinced us it was the right phone system for our business. As part of the deal, GoTo even supplied new desk phones, saving us a lot of money replacing our old hardware.”

There was one complication, which GoTo helped to overcome. DALIM SOFTWARE had recently renewed its annual phone contract, and was obliged to honour that arrangement. GoTo technical specialists were able to devise a clever work-around by creating temporary phone numbers for all DALIM employees, so inbound and outbound calls could seamlessly bypass the old mobile numbers, while preserving the caller ID – which was a key requirement. This solution will remain in place until the existing phone contract expires.

Vincent adds: “This proved a very efficient solution, and I was impressed by the ingenuity of the GoTo technical team, with whom our own software engineering team could communicate on a par. Ultimately, we will no longer need separate mobile phone contracts, which will save us considerable costs on mobile phone bills in our different locations.”



Results

GoTo Connect enables all DALIM SOFTWARE employees to receive and make calls easily and seamlessly from any desk or mobile phone, wherever they are – which is essential in today’s world of remote and hybrid working.

Vincent says: “GoTo Connect is extremely secure and has enabled us to save time in managing our phone calls and online communications. It gives us access to many more functions than we had before, and it’s completely reliable – so we never lose calls.

“We particularly like the smart reporting interface for administrators, and the ability to customize the option menu with different languages. It enables us to provide much more efficient call routing and a more professional experience for customers calling any of our numbers.”

“The capabilities and flexibility of GoTo Connect were just what we needed.”

Vincent Demange
Chief Information Officer,
DALIM SOFTWARE

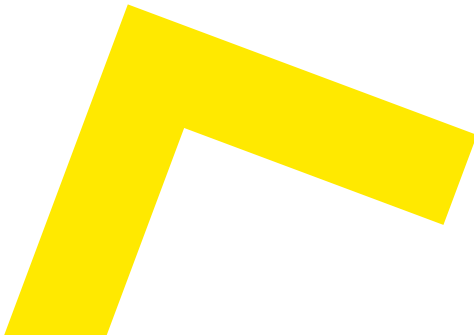




“The capabilities and flexibility of GoTo Connect were just what we needed, and the successful trial con-vinced us it was the right phone system for our business. As part of the deal, GoTo even supplied new desk phones, saving us a lot of money replacing our old hardware.”

Vincent Demange

Chief Information Officer, DALIM SOFTWARE



The future of work is here. Are you prepared?
Call us at 1 (866) 890-8931 to speak to an advisor.

[Learn more](#)