

# Centralizing communications for employees worldwide

## ABOUT PERCOLATE

Percolate helps leading brands and agencies deliver inspired customer experiences across all marketing channels. The company has offices around the world, and its clients include iconic, global brands like GE, Marriott, and Levi's, as well as emerging, high-growth companies like Lyft and Pandora.

Industry: [Software](#)  
 Website: [percolate.com](http://percolate.com)

Employees: [300](#)  
 HQ: [New York, NY](#)



I wanted a cloud platform that ran on laptops and smartphones—one that would unify the entire communications experience.

Kyle Jackson, Director of IT

## CHALLENGES



User Management



International Offices



High Telephony Costs



Bulky Hardware

## FEATURES DEPLOYED

- ✓ Voice
- ✓ Google Apps Integration
- ✓ Messaging
- ✓ Meetings

Percolate's IT team was initially challenged by a VoIP system that made it difficult to onboard employees or access cloud features. But with locations scaling up around the globe, the company's telephony stack had to keep up. The solution was centralizing offices on one communications platform, and offering a consistent IT experience worldwide.

## RESULTS

- ✓ Swift Change Management
- ✓ Intuitive Workflows
- ✓ Scalable Onboarding
- ✓ Cost Savings

For IT, the speed at which Percolate deployed Dialpad was game-changing. Dialpad's click-to-connect functionality makes it easy to initiate a text, call, video, or chat in seconds. And with the platform's pure cloud architecture, employees can tap into a unified IT experience and kickstart conversations from anywhere, on the devices they love.