dialpad

Xero

Company overview

Segment: Enterprise
Industry: Technology

Dialpad products used

Dialpad Connect
Dialpad Sell

Building a future-ready IT stack

Founded in 2006, Xero partners with more than 16,000 accounting and bookkeeping firms, and serves more than a million small business subscribers. As Xero spent the past decade expanding across the globe, its IT team encountered common obstacles in scaling its traditional telephony infrastructure.

Like many fast-growing companies, Xero inherited a hodgepodge of PBX systems as it expanded its international footprint. Each new office in each new region signed up with a local vendor. These pre-packaged, on-premises systems required constant IT upkeep. Xero needed to consolidate all those company-wide conversations into a single enterprise communications platform that works on any device, save IT resources, and free its employees to work from anywhere. It was a tall task.

“We now have one global business communications platform for all offices.”

Andrew Jessett | General Manager, Internal IT

Anywhere sales, service, and IT

Xero is a truly global company, with employees and offices on four continents—Australia, Europe, North America, and Asia. And with more than 1,400 employees distributed across the company's 17 offices, Xero decided to wholeheartedly embrace the "work-from-anywhere" model. From New Zealand to San Francisco, Xero relies on Dialpad to empower its global network of anywhere workers.

In addition to supporting Xero's customer care centers, Dialpad also enables the company's sales organization to communicate via voice or business SMS—from anywhere.

In Singapore, the company's sales hub for operations across the Philippines, Hong Kong, and Malaysia, Xero uses Dialpad to establish local numbers for its team, lending credibility to reps when they're connecting with prospects.

> "By pulling relevant data directly into our phone system, our reps can sell and service smarter — no matter where work takes them"
>
> Andrew Jessett
> General Manager, Internal IT

Integrations with the tools they already love

As a platform that was born in—and designed for—the cloud, Dialpad integrates seamlessly with the rest of Xero's Anywhere Worker IT stack, including Google Workspace and Salesforce.

"By pulling relevant data directly into our phone system, our reps can sell and service smarter—no matter where work takes them," said Andrew Jessett, General IT Manager.

Xero also relies heavily on Dialpad's call analytics, which lets the company drill down into communications data by user, department, or region.

Instead of managing on-premises servers and physical desk phones, Xero's IT team now uses Dialpad's rapid deployment engine to provision users and set up new offices in minutes. In fact, Andrew has helped Xero save about $500,000 in annual telephony costs, just by consolidating their global offices (which were all using different regional on-premises PBX systems) onto a single, unified communications platform

Today, whether employees are resolving support tickets at HQ, closing deals on the road, or working from home, Xero's team can service customers and collaborate with colleagues from anywhere.

Learn more about how Dialpad can support your enterprise phone system needs!