

# International Recruitment Company Communicates Globally with 8x8 Cloud Communications

*Tangent International, global recruitment company*



Tangent International is a specialist recruitment company for the technology industry, working with some of the most forward-thinking companies in the world. To work efficiently, the company needs a communications system with a global reach. 8x8's cloud solution seamlessly enables phone calls, conference calls, and videoconferencing to keep Tangent International at the top of their game.

## Global Recruiter Relies on Global Communications

Tangent International operates in 175 countries with candidates and clients in more than 220 locations. These customers include some of the biggest technology brands in the world, so it's vital that Tangent International's communications meet their very high standards. To source and place the best talent around the world, the company needed a service provider that would enable it to easily communicate with its global customer base.

## Previous Phone System Lacked Time-Saving Features

Like many fast-paced businesses, Tangent International faced the challenge of improving its systems and functionality without interrupting service or expensive upgrades. The company also wanted more advanced communications features that would help streamline the recruitment process. These include click to dial, which allows users to click phone numbers on their screen instead of dialing manually, and videoconferencing, which reduces travel time and expenses.

## 8x8 Cloud Migration Takes One Engineer Just One Day!

To meet its international business needs, Tangent International decided to move its communications to an 8x8 cloud solution. Implementation was painless: one engineer installed the solution in just over a day and the whole team was quickly briefed on how to use the intuitive system. Staff can easily keep up to date with everything, either through 8x8's ongoing support team or by accessing one of the various 8x8 online training programs.



**Customer:** Tangent International

**Industry:** Global recruitment

**Locations:**

- UK Essex offices with Dallas, Dubai, Shenzhen and Sydney coming next

**8x8 Products:** Virtual Office Pro

**Number of Lines:** 80

**Favorite 8x8 Features:**

- Flexibility to quickly deploy phone service to distributed teams
- Cost savings
- CRM integrations
- HD video conferencing

**Website:** [www.tanint.com](http://www.tanint.com)

“Since implementing its 8x8 cloud solution, Tangent International has reduced calling costs by a staggering 40%. Implementation was painless: one engineer installed the solution in just over a day and the whole team were quickly briefed on how to use the intuitive system. Staff can easily keep up to date with everything, either through 8x8’s ongoing support team or by accessing one of the various 8x8 online training programs.

—Tangent International

## Remote Capabilities Maximize Employee Productivity

With the new 8x8 cloud solution, Tangent International recruiters can now work remotely with the same high-quality communications features as when they are in the office. Instead of being tied to their desk phones, employees can take and make calls from their mobile phones, tablets and laptops. This means that no business leads are lost and employees can be fully productive, no matter where they or the customer or candidate happens to be.

## Videoconferencing Reduces Travel, Protects the Environment, and Enhances Recruitment

Employees can also communicate seamlessly using their preferred method, whether this be a phone call, a conference call, or a videoconference. While Tangent International recognizes the value of face-to-face meetings, their recruiters speak to thousands of candidates a year. Traveling to all these meetings would be impractical, time-consuming and damaging for the environment.

8x8’s videoconferencing capabilities, including HD video quality even on mobile phones, has cut unnecessary travel costs, reduced the company’s carbon footprint—and made the recruitment process more efficient! In particular, Tangent International has found that using video in the early stages of recruitment screening is an effective addition to the process.

## CRM Integration through the 8x8 API Enables Click to Dial

Using the 8x8 API to integrate Tangent International’s service CRM tool Talent Rover, part of Salesforce, also helps streamline recruitment. The integration enables click to dial and other user-friendly features that make recruiters much more efficient in placing calls to candidates around the world.

## Cloud Communications Cut Phone Costs by 40%

Since implementing its 8x8 cloud solution, Tangent International has reduced call costs by a staggering 40%. Just as significantly, the company’s call quality and functionality have dramatically improved. As with all cloud technology, the phone system can be updated and new functionality added easily without service interruptions or expensive equipment purchases.

Having realized the benefits of 8x8 cloud communications in its UK offices, Tangent International now plans to roll out the solution to its offices in Dallas, Dubai, Shenzhen and Sydney.

Find out how 8x8 can help your business. Call **1.866.862.2811** or visit **[www.8x8.com](http://www.8x8.com)**

