

“This is the integrated solution we were looking for”

A GOOD LINE OF COMMUNICATION IS INVISIBLE

Michel Akkermans hardly needs an introduction: he was the CEO and Chairman of FICS and Clear2Pay and is now called the absolute top Belgian tech investor. With his investment company Pamica NV, he wants to give promising companies the chance to grow further. And in his role as investor, clear and timely communication is of the utmost importance. For this Michel Akkermans relies on Citymesh, a company where he was one of the first to invest.

FLEXIBILITY FOR MAN AND MACHINE

Pamica has three permanent employees. However, the reality is more complex: there are as many as thousands of employees working directly or indirectly with Pamica. In addition, the permanent employees also work at various office locations. **Such a business dynamic requires the necessary flexibility, both of the employees and the technology used.**

This is why Michel Akkermans came to Citymesh: he was looking for a **well-integrated solution that took the real situation into account.** Nowadays, it is not a luxury to link telephony and internet applications. Pamica now uses a combination of Citymesh Connect FMU, Internet and Fixed Telephony in different locations. This combination supports the fast decision-making that is typical for Pamica.

The mobile numbers of all employees are integrated into a cloud telephone exchange and **employees can be reached on PC, fixed and mobile phones with the same number:**

“Our communication is almost invisible and runs very efficiently. It disappears into the background, as it were so that the main activities can continue undisturbed.”



“The FMU solution allows us to keep an overview and not have to think about obvious communication lines. Our communication is almost invisible and runs very efficiently. It disappears into the background, as it were so that the main activities can continue undisturbed.”

Michel Akkermans (CEO)

CONTINUED INVESTMENT IN TECHNOLOGY

Day-to-day operations at Pamica improved noticeably because of the easy-to-integrate nature of Citymesh Connect. From the PC, employees can perfectly answer the phone that is standing out of reach. The communication between all these devices also runs much better, which saves them a lot of time.

Their previous operator had offered them a subscription that was a lot more traditional. They could not use VoIP and there was no integration with the laptops. This had to change, not only to improve the daily operations but also because of Michel Akkermans' conviction as an investor. After all, Pamica thrives on technological innovation and it goes without saying that Pamica benefits from the best the market has to offer.

SOLUTIONS

- ▶ Citymesh Connect FMU
- ▶ Citymesh Connect Internet
- ▶ Citymesh Connect Fixed Telephony

