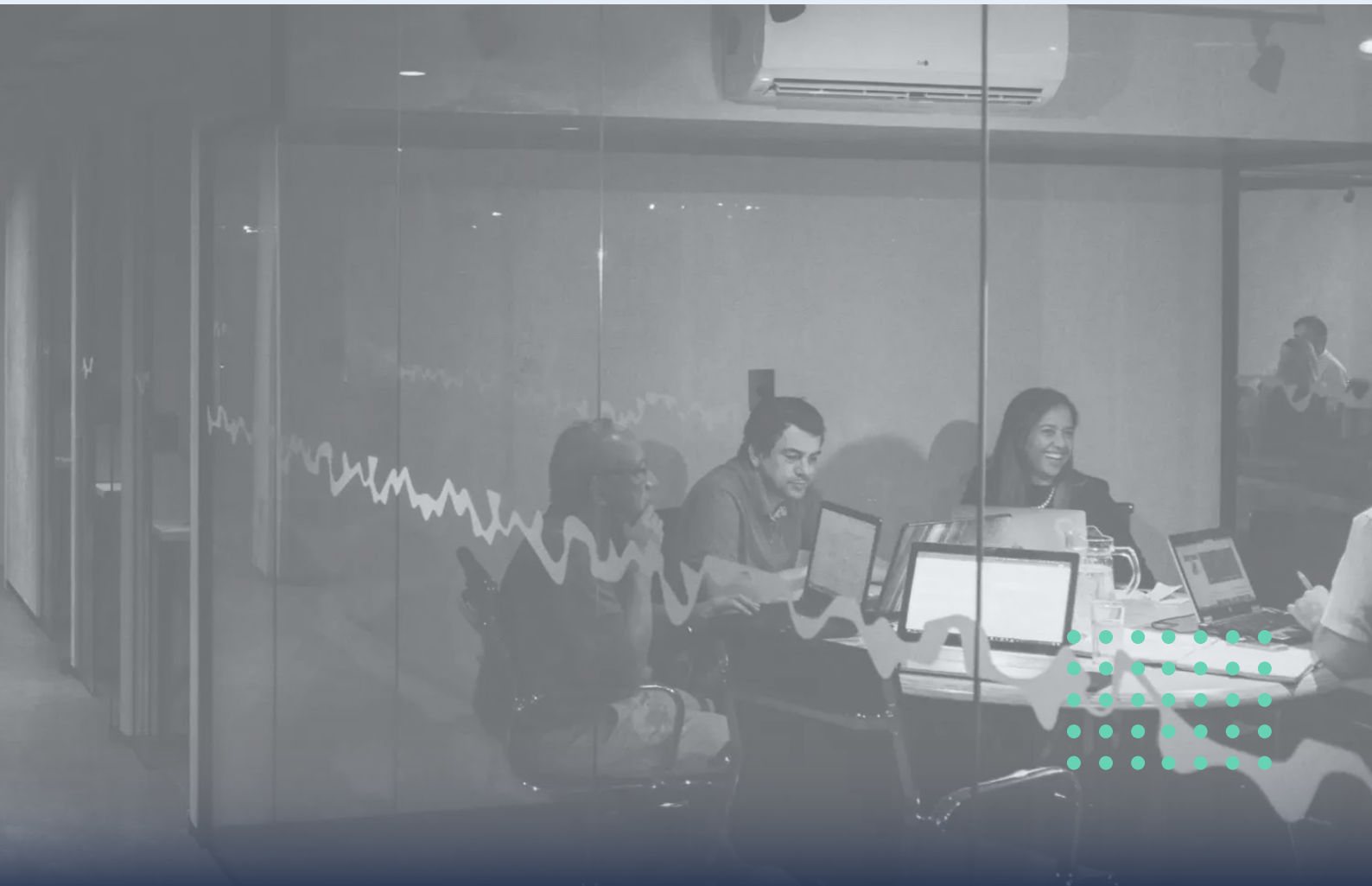
A GLOBAL, PHASED RINGCENTRAL MIGRATION DELIVERED WITH PRECISION BY FUTURE VOICE

The Customer

Sanderson is a global workforce solutions and talent services provider operating 11 locations across Europe, Asia and North America. With a geographically dispersed user base, diverse legislative environments and a high dependence on reliable communication systems, Sanderson required a UC platform capable of improving availability, user experience and operational agility.



THE CHALLENGE

The business had previously deployed Unify, but the implementation had led to ongoing performance issues, workflow inconsistencies and low user confidence. Sanderson sought a complete transition to RingCentral, supported by a partner capable of delivering a reliable, global and disruption-free migration.

> After two years with Unify the project still had some snags. Future Voice completed the migration in full to a much higher standard in just three months.
> **Head of IT, Sanderson**

Sanderson's move from Unify to RingCentral presented several unique complexities:

- **Global footprint -** 11 regions across multiple continents, each with different telecoms regulations and number-porting requirements.
- **Large-scale migration -** More than **800+ geographic numbers and 400 users** required transitioning with zero disruption to customer-facing operations.
- **Time zone and legal constraints -** Regions such as Singapore and Hong Kong required specific documentation and extended lead times.
- **Legacy frustration -** Sanderson had experienced a difficult Unify rollout and was understandably cautious. The migration needed to restore confidence and demonstrate a measurable uplift in service quality.
- **Vendor process limitations -** RingCentral did not have a defined migration process suited to global staging at this scale, meaning Future Voice needed to design a bespoke, controlled method from the ground up.
- **Porting challenges -** Some numbers were initially declared as "non-portable" by RingCentral's internal teams, requiring advocacy, escalation and persistence to protect the customer's continuity needs.

With these pressures and regional dependencies, Sanderson required a partner able to take ownership of the full project lifecycle and provide a single, dependable point of coordination.

THE SOLUTION

Future Voice delivered a fully managed, phased global migration strategy designed specifically for Sanderson's operational structure.

Key elements of the approach

Bespoke migration methodology
With no suitable RingCentral process available, Future Voice designed a region-by-region rollout framework including:

- Clear checkpoints
- Sequenced deployment windows
- Individual sign-off stages before moving to the next region
- Centralised document management
- Mirrored configuration of the legacy Unify system, modernised for RingCentral

Full advocacy and escalation management
Future Voice acted as the project's single point of truth, mediating between Sanderson and RingCentral to maintain momentum through several challenges:

- Challenging incorrect vendor decisions
- Escalating delayed responses
- Ensuring transparency on ticket status
- Aligning all parties to the agreed customer-first approach

A notable example was overturning RingCentral's initial claim that certain numbers could not be ported; a decision Future Voice successfully challenged to preserve continuity.

Seamless deployment across global regions
Future Voice ported 800+ numbers and deployed RingCentral applications to users across all 11 locations, ensuring a consistent user experience regardless of region. To maintain continuity and preserve knowledge, the same dedicated team was assigned to each region's deployment, working at times suited to local time zones. This approach ensured consistency, reduced handover gaps, and retained institutional knowledge throughout the global migration.

Continual communication and 24/7 engineer access
Future Voice maintained daily communication touchpoints and provided always-available engineering support – day or night – to keep the project moving without interruption.

THE RESULTS

Sanderson's complete migration was delivered smoothly, within the revised timelines, and with exceptional user feedback.

Measured and qualitative outcomes

- **Full migration completed in just three months**
  A stark contrast to the previous Unify implementation, where issues continued unresolved for more than two years.
- **High user satisfaction**
  With 90 days of unlimited changed included in the solution, minimal issues were reported post-go-live, with users providing positive feedback from multiple regions.
- **Strong governance and communication**
  Sanderson praised Future Voice's structured communication, collaborative culture, transparency, consistent updates and clear visibility at every stage.
- **Vendor process improvements**
  after seeing its effectiveness, RingCentral was so impressed with Future Voice's bespoke phased model, it has adopted the process across all partner-led mirgations, to improve the customer experience and deployment consistency.
- **Successful number porting across complex geographies**
  Even initially rejected ports were successfully resolved through Future Voice's escalation and vendor engagement.
- **Responsive and accessible support**
  Engineering access was rated "excellent", with immediate responses around the clock and full utilisation of chat and collaboration tools to maintain momentum.
- **Project collateral managed centrally**
  Despite a temporary OneDrive issue, Future Voice's documentation framework ensured stable and organised project governance.

A complex global transition, completed swiftly
Sanderson's global migration from Unify to RingCentral required precision, advocacy and a partner willing to take ownership of every step.

Future Voice delivered a tailored, multi-region migration that restored confidence, improved user experience and modernised the global operation's communications infrastructure.