

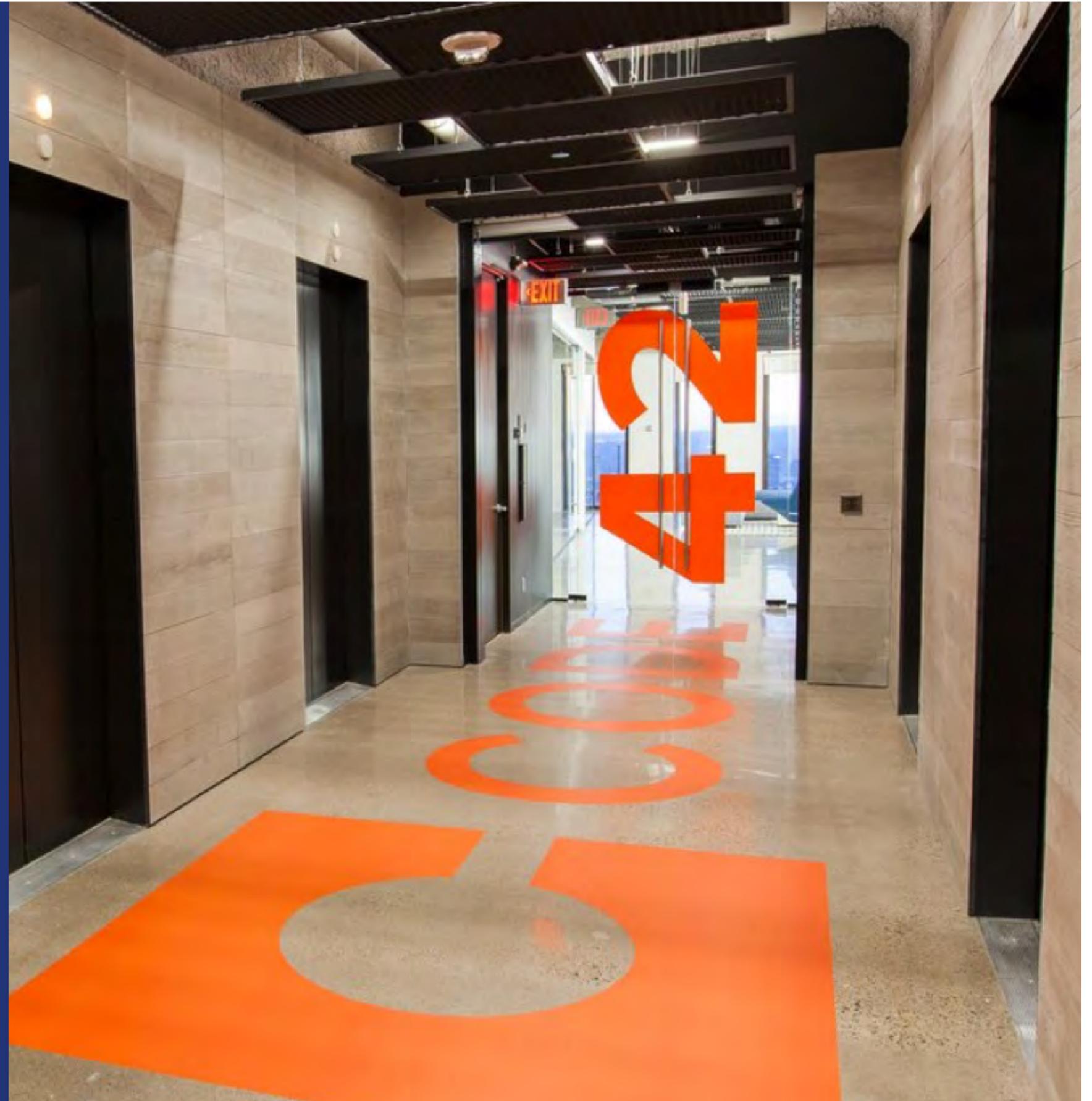
Dialpad

CODE42

CODE42 EMPOWERS THE ANY- WHERE WORKER

See how Code42's VP of IT killed the desk phone with Dialpad

A DIALPAD CUSTOMER STORY



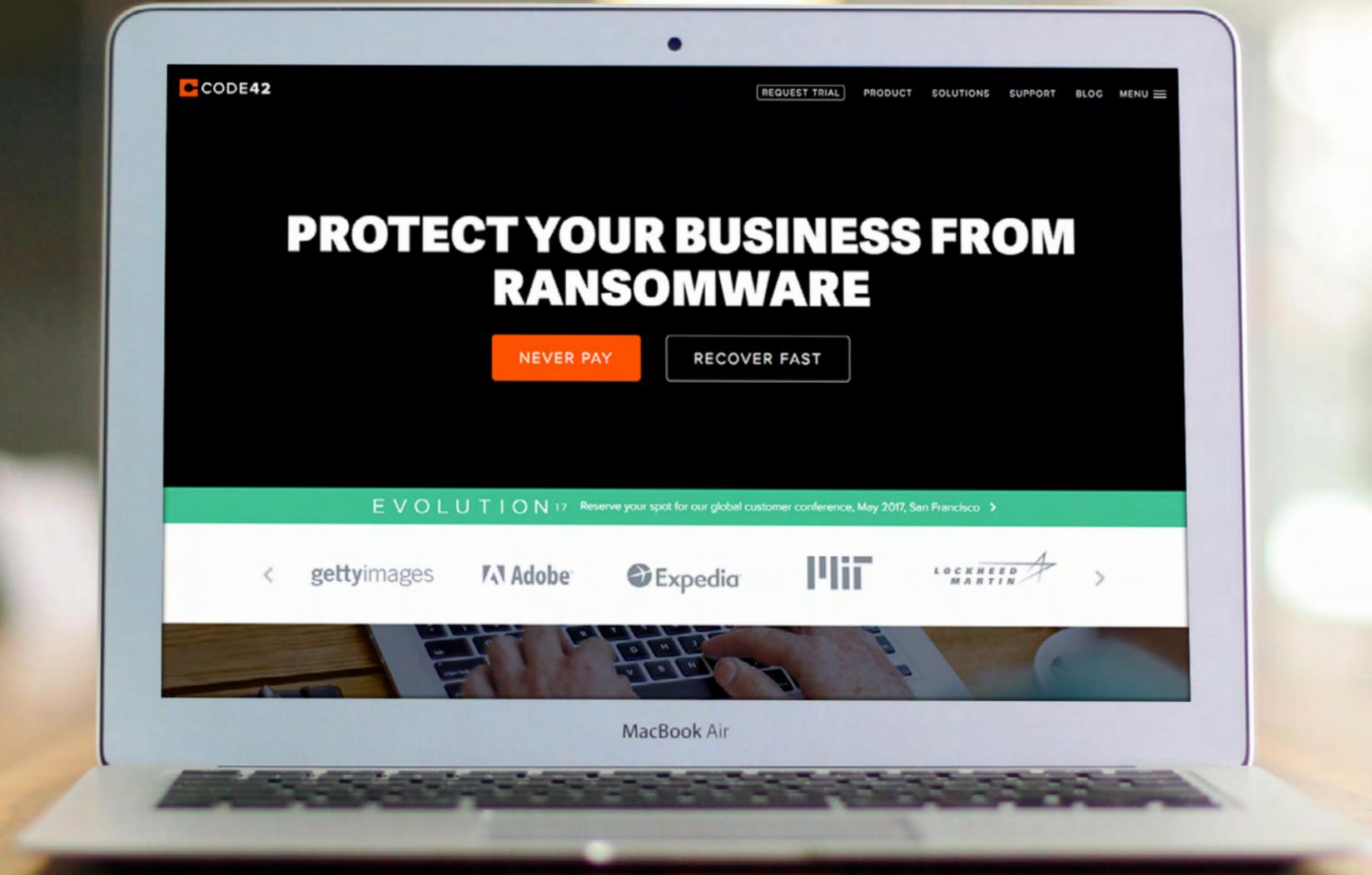


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OFFICES

5

EMPLOYEES

4880+

CUSTOMERS

39,000



**A DIALPAD STORY FOR
ANYWHERE WORKERS**

Code42 is an enterprise SaaS solution that securely protects end-user data in real time so customers can view, analyze and restore employee files, and remediate and recover from any data incident. Founded in 2001 and headquartered in Minneapolis, Minn., the company now counts as customers 7 of the 10 world's largest technology companies, 10 of the 20 most valuable brands, and 7 of the 8 Ivy League colleges and universities.

INDUSTRY

Endpoint Data Security

HEADQUARTERS

Minneapolis, MN

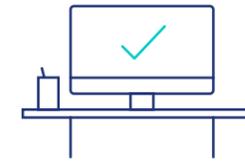
WEBSITE

code42.com

“
**DIALPAD FITS
PERFECTLY
INTO OUR
ANYWHERE IT
STACK.**

— JEROD LINDBLOM, VP of Information Technology

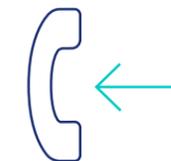
THE CHALLENGES



**GLOBAL
WORKFORCE**



**LEGACY
DIGIUM PBX**



**HEAVY CALL
VOLUME**

CODE42

FROM ON-PREMISE TO THE CLOUD

A global enterprise SaaS provider, Code42 helps more than 39,000 organizations protect their most important assets—their user data. Yet communications at Code42 formerly depended on traditional, on-premise infrastructure, inhibiting growth and requiring IT staff to resolve outages around the clock.





FROM ON-PREMISE TO THE CLOUD

SECURITY, RELIABILITY, AND UPTIME

Before switching to a cloud-first model, Code42 relied on a traditional business phone system from Digium. Built upon a landline infrastructure, the on-premise system required ongoing maintenance from IT staff working 24/7.

“Our original phone system came with the usual IT baggage,” said Tracey Franke, Director of Professional Services & Education.

IT staff at Code42 constantly worried about the underlying hardware and infrastructure. They had to maintain desk phones, monitor for downtime, and stay on top of the latest vulnerabilities. And, in case of a carrier outage, there were limited options to restore service.



FROM ON-PREMISE TO THE CLOUD

KILLING THE DESK PHONE

“We chose Dialpad because we no longer wanted to spend time, energy, and resources on the maintenance of telephony hardware and connectivity,” explained Jerod Lindblom, Vice President of Information Technology. “We wanted to move our core communications to the cloud.”

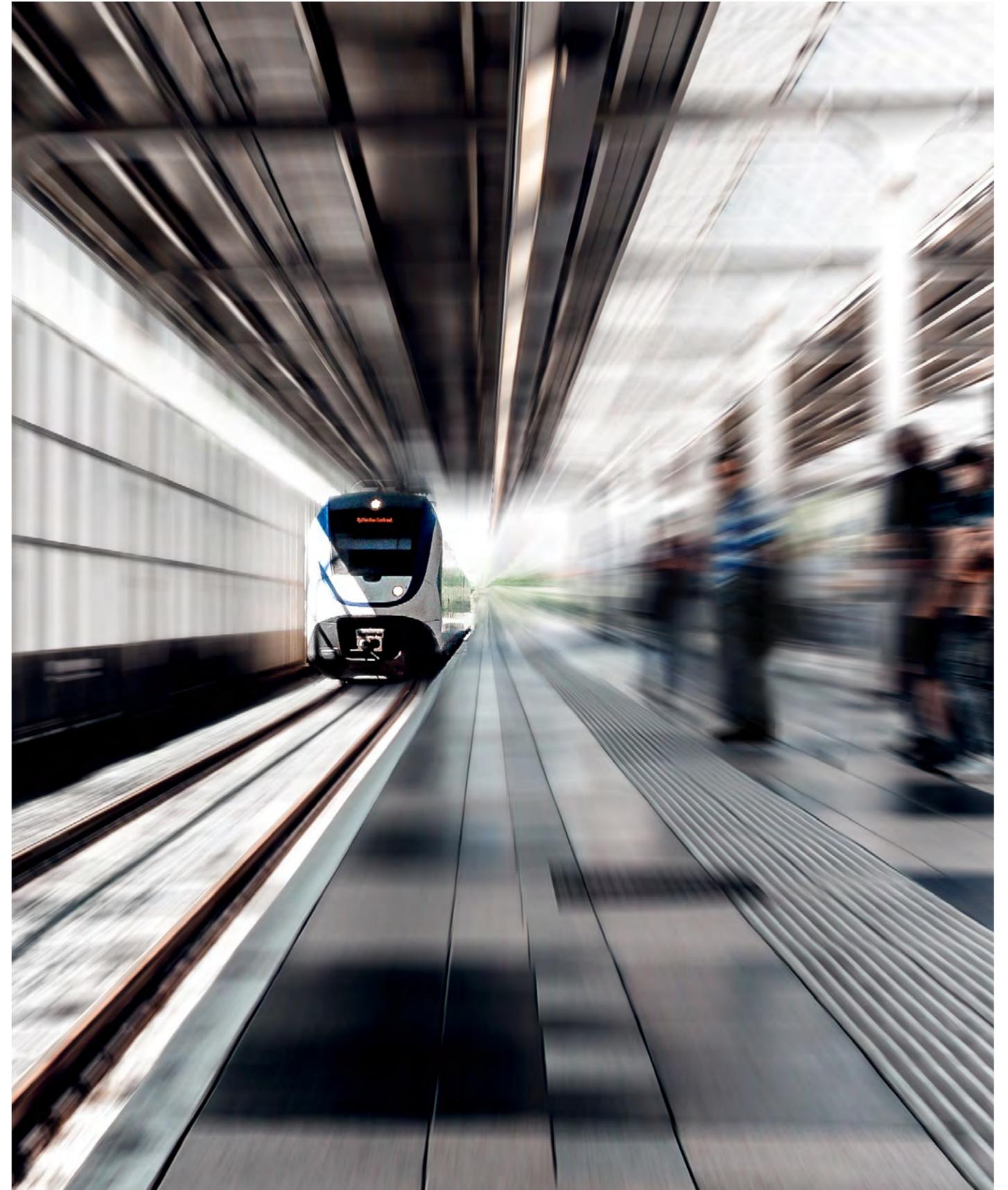
In killing the desk phone, Dialpad eliminated concerns at Code42 related to downtime and ongoing maintenance.

And thanks to the platform’s consistent stream of feature releases, Lindblom’s IT team is now hands-free and redirecting resources to other business applications and processes.

“

**WITH DIALPAD, MY
WORKFLOW IS THE SAME
AT HOME, IN THE OFFICE,
OR ON THE GO.**

— TRACEY FRANKE, Director of Professional Services & Education



CODE42

BUILDING A CONNECTED COMPANY

Code42 has grown rapidly over the last several years, and now manages more than 480 employees across four satellite offices (including two in Europe) in addition to its headquarters in Minneapolis.



“
THE DESK PHONE
IS DEAD SINCE
WE MOVED TO
DIALPAD.”

— JEROD LINDBLOM, VP of Information Technology

ENABLING THE ANYWHERE WORKER

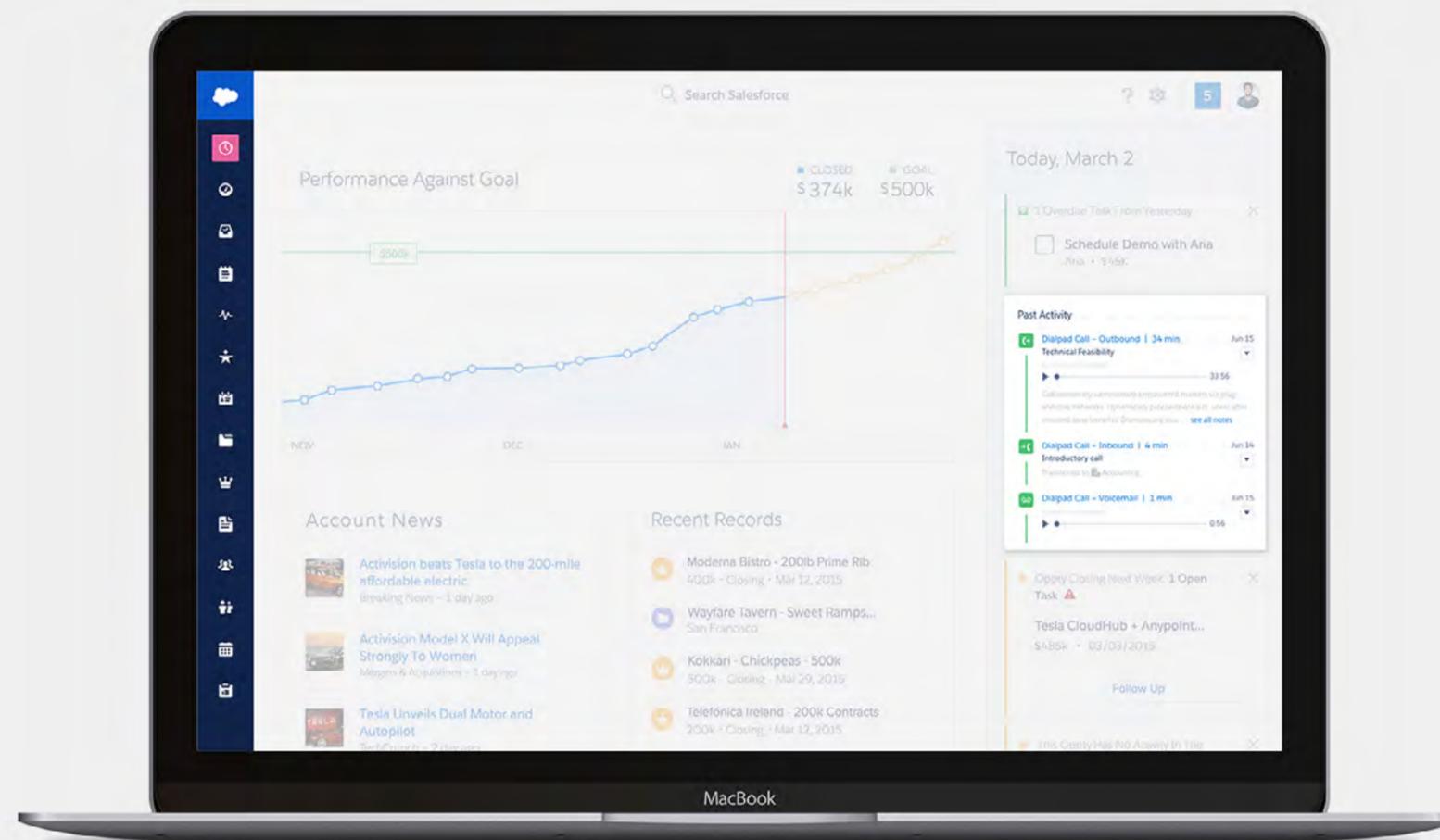
With over 10 percent of its employees working remotely, Code42 sought a way to offer an integrated IT stack that could be accessed from any device.

“We want everyone to be able to work from anywhere,” said Lindblom. Dialpad fit the model, giving Code42 employees the flexibility to connect with customers and colleagues whether traveling or sitting at HQ.

SCALING GLOBALLY

The first department at Code42 to use Dialpad was professional services, which spends substantial time—often remotely—deploying projects for customers. The ability to make calls from anywhere, at any time, enables the team to be available whenever clients need them most.

“In our old system, you had to know everybody’s extension,” said Lindblom. “Everyone had a cheat sheet. Now, you simply type a name into Dialpad.”





BUILDING BETTER CUSTOMER RELATIONSHIPS

After professional services, Code42 rapidly moved several other business units to the new solution, including IT, sales, demand generation, and customer support. Departments across the organization now make hundreds of calls per day through Dialpad.

INTEGRATING VOICE & PRODUCTIVITY

As Code42 continues to adopt pure-cloud solutions, it has also reaped the benefits of integrating these different solutions into its Anywhere Worker IT Stack. Dialpad's integration with Salesforce, for example, allows Code42's go-to-market team to easily review conversations that have taken place with customers and prospects.

"Our demand generation team now tracks Salesforce activity, call logs, and notes right through Dialpad's integration," explained Lindblom.

In addition, Dialpad's G Suite integration has further empowered Code42's anywhere workers to review shared documents, slides, events, and more during live calls and chats.

REMOTE WORKFORCE

10%

DESK PHONES RECYCLED

100%

FILES PROCESSED BY CODE42 PER DAY

100B



RESULTS

The shift from on-premise to cloud communications means that Code42 will see significant telephony cost savings. “We’ve rolled out Dialpad across our call centers,” said Lindblom. “We expect to see a significant reduction in overall spend on toll free and international dialing rates.”

Code42 dedicates itself to helping IT, security, and business teams limit risk, meet data privacy regulations, and recover from data loss. Switching from desk phones to the cloud with Dialpad has enabled the fast-moving startup to better achieve that mission and more easily solve customers’ needs.

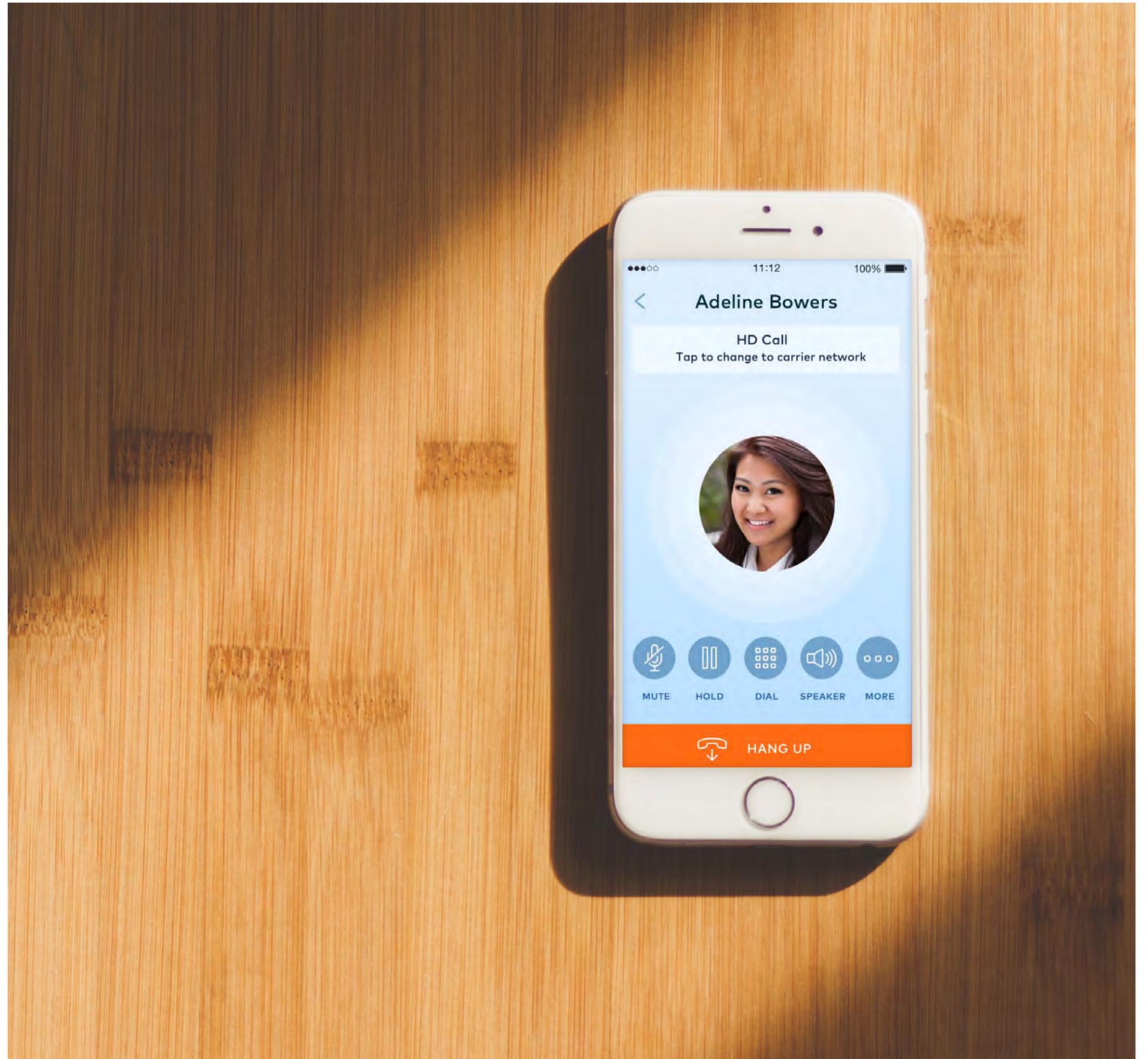
Now, Code42 can effectively manage company-wide call volume, take full advantage of its cloud stack, and empower employees around the world to work from anywhere.



CONNECT EVERYONE. WORK ANYWHERE.

Dialpad builds software for better communications at work. It empowers today's anywhere worker to talk, text, make video calls, and meet online with customers and colleagues on any device. Today, 35,000+ customers trust Dialpad, including Uber, Vivint Solar, Betterment, Motorola Solutions, Stripe, Postmates, Quora, Netflix, and 60 percent of the Fortune 500. Dialpad is funded by some of the world's best recognized investors including Amasia, Andreessen Horowitz, Felicis Ventures, GV (formerly Google Ventures), Softbank and Work-Bench. To learn more about our mission to kill the desk phone, visit dialpad.com and follow [@DialpadHQ](https://twitter.com/DialpadHQ) on Twitter.

GET STARTED TODAY



Packet Fusion

Ellen Pensky

ellen@bumblebeemarketing.net

PACKETFUSION



Connecting the Dots to the Cloud