

SIG Uses FlexDial to Provide Toll Free Support in Hard-to-Reach Emerging Markets



- ▶ **Company Name:** SIG Combibloc
- ▶ **Industry:** Packaging and Containers
- ▶ **Founded:** 1853
- ▶ **Client Since:** 2020
- ▶ **Website:** www.sig.biz/en

OVERVIEW

SIG is a leading systems and solutions provider for aseptic packaging. They work in partnership with their customers to bring food products to consumers around the world in a safe, sustainable, and affordable way.

Their unique technology and outstanding innovation enable them to provide customers with a complete range of packs and solutions for operating smarter factories and addressing the ever-changing needs of consumers.

CHALLENGE

SIG has customers all over the world and they need to provide international service support to their global customers.

SIG's biggest challenge was establishing reachability over the phone from various countries, and ensuring that their customers do not get charged for the calls.

For this, they needed a reliable international toll free phone service provider that can support communication from multiple countries worldwide, including some of the emerging markets where SIG does business.

However, some of these countries do not support international toll free numbers. Therefore, to connect with these emerging markets and regions, SIG needed advanced voice solutions.

Customer Stories



SOLUTIONS

Global Call Forwarding created a customized Toll Free FlexDial solution for SIG:

We provide an access number to SIG that is reachable from anywhere in the world.

SIG customers can dial the access number, wait for a ring, and then hang up.

Our system calls the SIG agent and then calls the customer, connecting the two parties to enable conversations

with excellent call quality.

These solutions provide simple and easy-to-use functionality that SIG needs in order to ensure that their customers can easily reach their support teams.

With these solutions, customers only have to call the numbers provided, and the rest is taken care of by the high-availability Global Call Forwarding network. Calls are routed to their support center instantly, and customers do not have to pay to make these calls, no matter where they call from.

RESULTS

SIG has been able to implement these solutions in different countries and remote regions. This has increased availability and reachability for their global customer base.

“Global Call Forwarding seemed to offer exactly the solution we needed. Their customer service is great and the setup of additional services is very smooth and easy.”



Global Call Forwarding is a leading provider of local and toll free numbers in the US and international markets, we successfully serve thousands of businesses around the world, from small enterprises to large multinational corporations, utilizing an advanced global network and innovative service features.

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