

# Tangent International communicates across the globe with the help of 8x8 cloud based technology

*International recruitment company*



Tangent International is a specialist recruitment company for the technology industry. It has more than 70 employees who work with some of the most forward thinking companies in the world.

## A global recruiter with international needs

Tangent International operates in 175 countries with candidates and clients across more than 220 locations. As a recruiter looking to source and place the best talent from all over the world, the business needed a service provider that would allow it to easily communicate with its global customer base. These customers include some of the biggest technology brands in the world who all have high expectations, so it's vital that the technology Tangent International uses lives up to these standards.

## The solution: a sophisticated cloud-based system

8x8's Virtual Office was the perfect solution to Tangent International's business needs. It allows its staff to contact their customers wherever in the world they, their clients or candidates may be. Ultimately, its customers expect them to excel at recruiting. 8x8 Virtual Offices gives Tangent's customers and candidates the ability to communicate seamlessly in their preferred method, whether this be a conference call, a video chat or just a standard phone call.

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 accessing one of the various online 8x8 training platforms.

## The benefits: a truly unified global workforce

The cost savings realised since using 8x8's Virtual Office have been significant – a staggering 40% reduction in call costs. Just as significantly, Tangent International found the call quality and functionality improved once it switched to 8x8's cloud-based technology. As with all cloud technology, the system can be updated and new functionality added in without interruption to service or expensive upgrades. The integration with Tangent International's CRM tool Talent Rover, part of Salesforce, also helped to streamline the recruitment process. For instance, before



**Customer:** Tangent International

**Industry:** Recruitment

**Locations:** 175 countries across 220 locations

**8x8 Products:** Virtual Office Pro

**Virtual Office Lines:** 80

**Favorite 8x8 Feature:**

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

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

## CASE STUDY

8x8, Tangent International didn't have certain features such as "click to dial" that removes the need to physically dial any phone number. Tangent International recognises the value of face-to-face meetings, but as a recruiter speaking to thousands of candidates a year the company understands that these are often impractical, time consuming and damaging for the environment. The video conferencing abilities afforded to Tangent International by 8x8, including HD video quality even on mobile, cut out unnecessary costs, make the recruitment process more efficient and cut the businesses carbon footprint. In particular, Tangent International has found using video in the early stages of recruitment screening an effective addition to the process.

With the new 8x8 cloud telephony system, staff are able to work remotely with no difference in quality wherever they are. This means that no business leads are lost and its staff can be fully productive.

Teams are now unchained from working just at their desks, as calls can be picked up from their mobiles, iPads or tablets and laptops. Having realised the benefits of a cloud-based telephony system in its UK offices, Tangent International is now planning on rolling out the solution to its offices in Dallas, Dubai, Shenzhen and Sydney.

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**—Tangent International**

Find out how 8x8 can help your business. Call **020 7096 6000** or visit **[8x8.com/uk](https://8x8.com/uk)**

