

Case Study: **viadonau**

viadonau is the leading waterway operator in the Danube area. It specialises in infrastructure management, shipping and logistics, as well as boasting expertise in electronic information and navigation systems, flood protection and eco-friendly hydraulic engineering. As a service provider for both the public and private sectors, viadonau promotes sustainable solutions for the use of the Danube. Working together with the political and business spheres, the company develops integrated approaches to eco-friendly use of the waterway.



The Challenge

viadonau was using an obsolete phone system from the 1990s, which was technically out of date and required a major investment to meet modern standards. The classic fixed-line telephone system offered neither flexibility nor digital features. There was also an ever-growing need for a digital communications solution that supported home and remote working models. viadonau had been using GoTo Meeting and reaping the rewards in online meetings since 2019. The company was on a mission to find a comprehensive cloud telephone communications solution offering flexibility and efficiency for today's world of work.



The Solution

After thorough market analysis and a comprehensive test run, viadonau chose GoTo Connect as a cloud telephony solution. GoTo Connect offered impressive user experience, performance and flexible management options. The new solution allows viadonau to replace the classic phone system with a virtual solution and thus bring its communications infrastructure into the twenty-first century.

“GoTo was the only provider that met all our requirements for a modern, digital telephony platform that facilitated mobile, efficient and location-independent communication,” explains Jürgen Trögl, Head of Mobility & Digitalisation at viadonau.

The introduction of this platform made it possible to replace the classic phone system with a cloud solution. A user-friendly setup and central administration now allow telephone communications and online meetings to be combined in one system. By integrating landline telephone communications and online meetings via an app, viadonau employees can work from anywhere – in the office, at home or on the move.

“GoTo emerged as the winner in our selection process in terms of value for money. The platform is flexible and powerful and meets all our requirements for a cloud phone system and meetings from a single source.”

Jürgen Trögl,
Head Mobility & Digitalisation
at viadonau



The Result

Introducing GoTo Connect has allowed viadonau to significantly modernise its communications infrastructure and make it much more flexible:

Cost savings: The flat rates offered by GoTo Connect mean that international calls – to destinations like Switzerland or to other countries where the Danube flows – are free of charge if internet connection is available. It was also possible to reduce the fixed costs of the cloud phone system in comparison to a classic solution.

Increased efficiency: The communication infrastructure is managed centrally, meaning adjustments can be made quickly. Escalation paths, prompts and ring circuits are easy to set up and modify. This improves internal processes and reduces administrative effort.

Cultural change and flexibility: Scrapping fixed desk phones and using cloud telephone communications on mobile devices enables flexible workplace design and fosters a culture of home working. Team members can stay in touch wherever they are – reflecting viadonau’s modern approach to work.

Sustainability: The rise of online meetings has reduced business travel significantly. viadonau has seen travel activity fall to less than 30% of its 2019 level. This is the equivalent of cutting around 330,000 air miles, making a major contribution to meeting the goal of energy self-sufficiency by 2030.

This shift towards a modern communications solution shows how technological innovations can boost flexibility and efficiency day-to-day. The combination of cloud telephone communications and online meetings now allows employees to work from anywhere, giving them a strong foundation for the future of digital communication.

Looking for a telephony system that’s flexible, secure, and affordable?
GoTo can help. Visit goto.com to learn more.

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