

A Modern IT Team's Tech Stack

Five IT visionaries who pulled the plug
on legacy hardware—and how they did it



Overview

They're the rule-breakers. The path pavers.

IT visionaries across the tech industry are killing legacy hardware, replacing it with true cloud software that drives communication, collaboration, and engagement across any device. They're building connected, global companies. And their actions are forever changing the way we do business.

We sat down with five industry leaders to discover how they're reinventing the role of IT within the modern tech company. Hailing from fast-moving startups like Code42 to global enterprises like Xero, these innovators are shattering the status quo and empowering the Anywhere Worker.

Meet the visionaries



Ashley Sprague

Director of IT,
Quora



Andrew Jessett

General Manager,
Xero



Mike Bongardino

IT Manager,
Betterment



Jerod Lindblom

VP of IT,
Code42



Andre Morgan

IT Manager,
Vend

Visionary No. 1

Quora

Quora kills the desk phone



IT visionary

Ashley Sprague

Role

Director of IT

Industry

Tech

Employees+

200+



The challenge

Quora's growth was being limited by stationary hardware

Scale and flexibility are the common pitfalls of legacy PBX providers. And as Quora's team was growing rapidly, so were the limitations of their desk phone-centric communications system.

From coordinating hardware purchases and scheduling user training to maintaining on-premises servers, Quora's infrastructure was quickly hitting roadblocks.

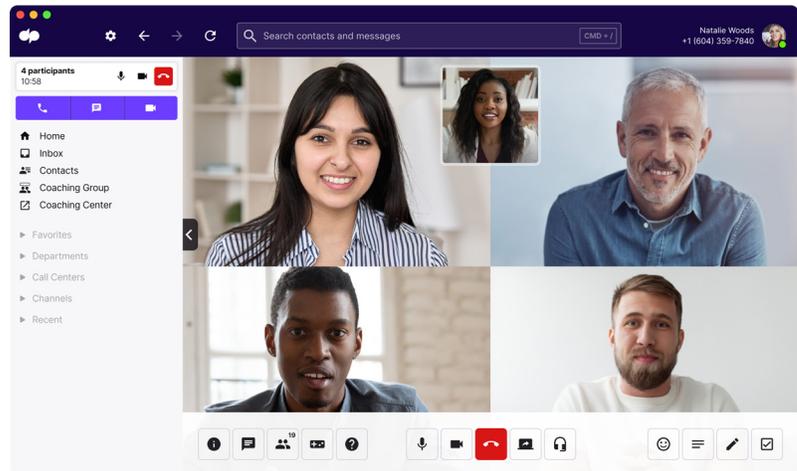
The solution

Ashley freed teams to work from anywhere

Sprague took the next logical step, provisioning a full stack of flexible cloud tools so employees could collaborate effectively—from anywhere in the world.

This included replacing their business phone system with Dialpad. By doing so, Quora eliminated desk phones altogether, instead empowering its team with voice, video, and meetings—across any device.

Visionary No. 1



“Switching to cloud-based tools [like Dialpad] eliminates IT’s traditional focus on hardware maintenance and opens up an entirely new world of collaboration for our users,” said Sprague. “They need contacts, documents, and other critical data accessible no matter where they are or what devices they’re on. Cloud-based tools make that possible—and with a lean IT team at that.”



**Our teams are always on the move.
They need access to all their core
business tools—on any device.
For us, the cloud is the only answer.**

Ashley Sprague, Director of IT at Quora

The result

Quora saved 50% on its IT headcount

By switching from legacy products to pure-cloud solutions, Sprague and her team redefined productivity at Quora. Additionally, the cloud shift enabled IT to save money (from the cost of maintaining infrastructure) and time (from having to administer complex, in-house systems).

“Companies that don’t want to fall behind must shake the legacy mindset and future-proof their infrastructure,” said Sprague. “It shouldn’t take weeks to provision users or set up new offices. The cloud enables us to move incredibly quickly, so we can scale without growing pains.”

Visionary No. 2



Xero cuts the cord



IT visionary

Andrew Jessett

Role

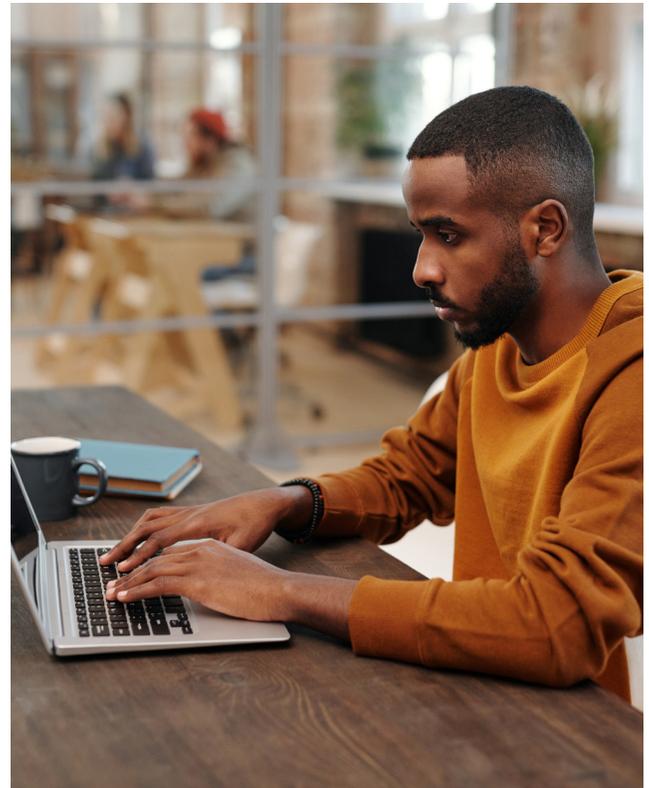
General IT Manager

Industry

Tech

Employees+

1400



The challenge

Xero’s legacy on-premises systems required constant IT upkeep

Xero is a truly global company, with sites across Australia, Europe, North America, and Asia. With more than 1,400 employees and 17 offices across four continents, the enterprise has wholeheartedly embraced the “Anywhere Worker” model.

But, like many fast-growing companies, Xero also inherited a hodgepodge of legacy systems as it expanded its footprint. These pre-packaged on-premises systems required constant IT upkeep.

Xero needed to consolidate all those company-wide conversations into a single enterprise communications platform that works on any device, saves IT resources, and frees its employees to work from anywhere.

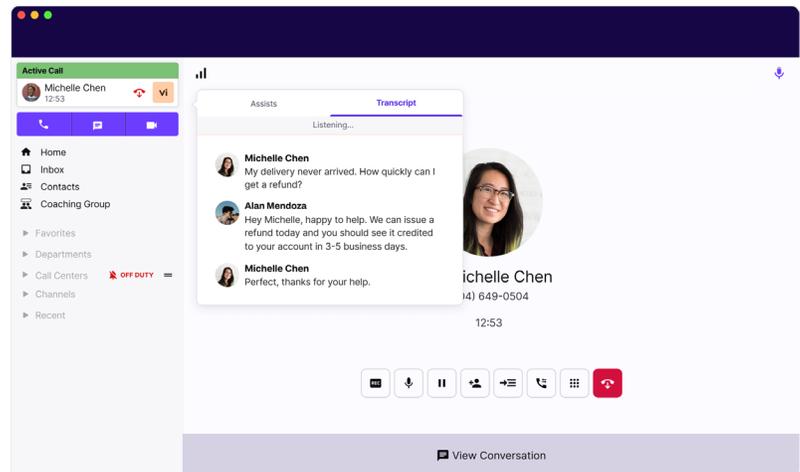
Visionary No. 2

The solution

Andrew went pure cloud

“We saw going cloud-first as an opportunity to consolidate and deploy one global IT stack across all our sites,” said Jessett.

“It’s critical for teams to have an integrated stack with business apps that freely exchange data with one another. As part of this initiative, we designed an ecosystem of cloud tools for Sales, Service, and Marketing.”



Xero now relies on Dialpad to empower its global team, enabling them to communicate via voice or business SMS from anywhere, on any device. Dialpad also integrated seamlessly with the rest of Xero’s IT stack, including Google Workspace and Salesforce.



By going pure cloud, we’ve consolidated a dizzying array of legacy vendors and built one global IT stack.

Andrew Jessett, General IT Manager at Xero

Visionary No. 2

The result

**A truly “Anywhere Workforce”—
plus \$500,000 in annual telephony
cost savings**

Now, Xero’s IT team runs a lean stack that powers employees no matter where work takes them. From the company’s sales hub in Singapore to its headquarters in New Zealand, teams are no longer tied to physical hardware. Xero’s IT department has also eliminated the burden of managing unwieldy legacy systems.

“On-premises tech has no place in the modern workplace,” explained Jessett. Whether employees are selling via Salesforce or collaborating through Google Workspace, Jessett’s teams now have the freedom to work from any device and leverage the world as their office.

“By pulling relevant data directly into our phone system, our reps can sell and service smarter—no matter where work takes them.”

Visionary No. 3



Betterment defies the status quo



IT visionary

Mike Bongardino

Role
IT Manager

Industry
Tech

Employees+
200+



The challenge

Betterment’s legacy system was struggling to scale

With over \$200 million in venture capital raised from prominent Silicon Valley investors, Betterment is one of the fastest-growing disruptors in the financial technology space.

However, like many high-performing startups, Betterment experienced the double-edged sword of hypergrowth. In 2016, the company doubled its workforce, which threatened to overburden its legacy systems—and the IT team tasked with managing them.

“We lacked the enterprise-level features necessary for a company scaling so quickly,” said Bongardino.

The solution

Mike built a connected company with Dialpad

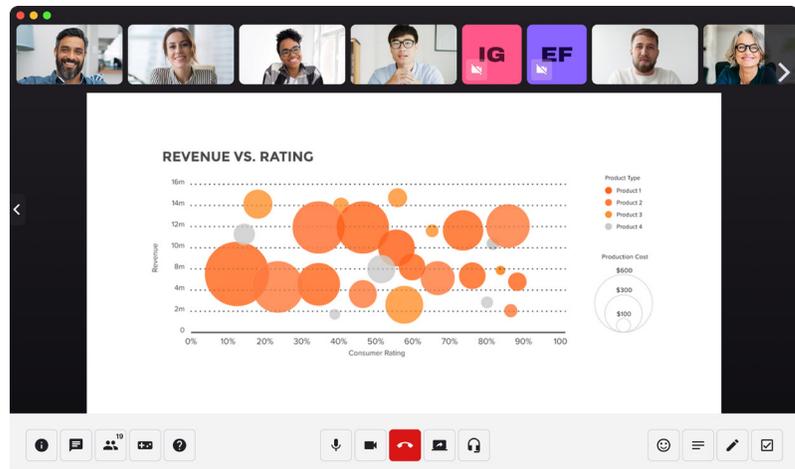
“It’s critical for us to provide an IT stack that enables us to build a connected company—no matter where people go. A cloud-first ecosystem gives us that infinite flexibility.”

So Bongardino built a cloud-first ecosystem, with Dialpad to connect their employees across their favorite devices while supporting voice, video, messaging, and screen sharing—all in one place.

Visionary No. 3

The solution (cont'd)

Mike built a connected company with Dialpad



Nobody wants a clunky phone on their desk. Dialpad is a perfect fit for the way our employees work today.

Mike Bongardino, IT Manager at Betterment

The result

60% savings on their IT budget

Since switching to a pure cloud stack, Betterment has seen up to 60% in cost savings. With an efficient ecosystem in place, Bongardino's two-person IT team can focus on supporting Betterment's agile, mobile-first culture.

"Before we make any purchase, we look at cost-benefit, ease of use, and ease of deployment," said Bongardino. "We don't have time to get on the phone every time we want to adjust a plan or fumble around in an admin panel."

"Going pure-cloud has transformed how we operate as an IT department and freed our users to work from anywhere."

Visionary No. 4



Code42 thinks consumer-first



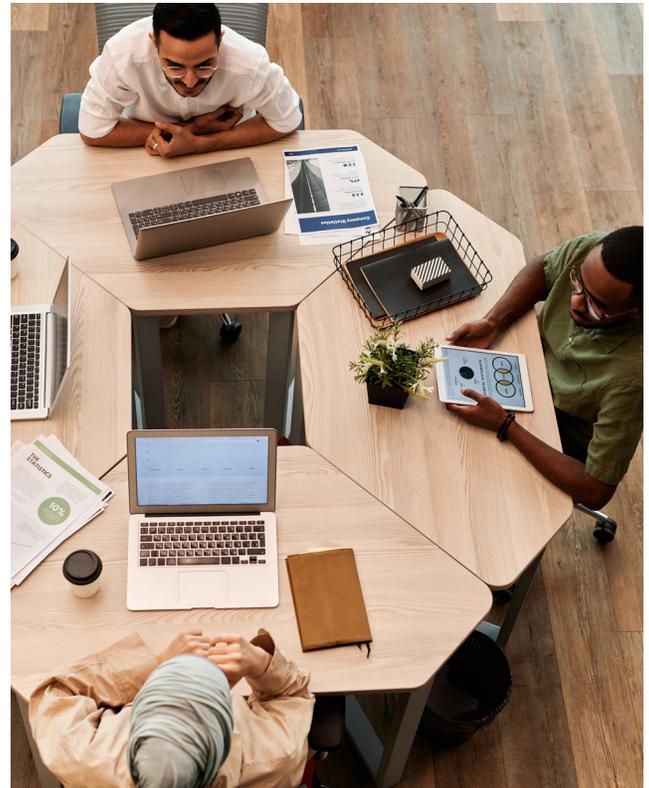
IT visionary

Jerod Lindblom

Role
VP of IT

Industry
Tech

Employees+
480+



The challenge

Code42's on-premises system required 24/7 on-site staff

Code42 is a global enterprise SaaS provider, helping more than 39,000 organizations protect their most important assets—their user data.

Built on landline infrastructure, Code42's original enterprise phone system required ongoing maintenance from IT staff working 24/7. Teams had to manage desk phones, monitor for downtime, and stay on top of the latest vulnerabilities.

"We no longer wanted to spend extensive time, energy, and resources on telephony," explained Lindblom. "Our goal was to move company-wide communications to the cloud."

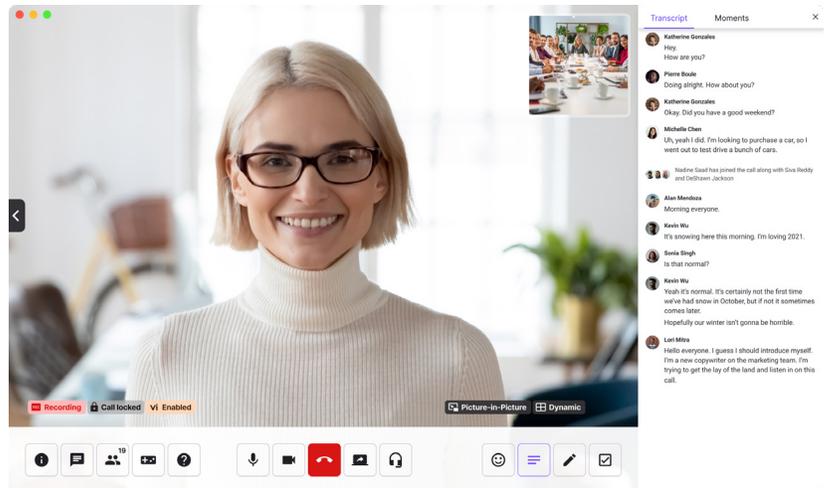
The solution

Jerod built an Anywhere Worker stack

Dialpad fit the bill, giving Code42 employees the flexibility to keep in touch with customers and colleagues whether traveling or sitting at HQ. By putting business numbers on any device, Code42's IT team has empowered users across five global offices to work from anywhere.

Visionary No. 4

The solution (cont'd) Jerod built an Anywhere Worker stack



For the fast-moving startup, the ability to access voice calls, video conferencing, and messaging from anywhere has also created a new culture of collaboration and enabled Code42’s sales and service teams to build stronger relationships.



We want everyone to be able to work from anywhere.

Jerod Lindblom, VP of IT at Code42

The result A connected company culture

By switching from on-premises to cloud-based solutions, the company saw a reduction in overall spend—but the benefits extend way beyond that.

Lindblom believes cloud solutions have done a better job of solving Code42’s overall IT challenges by automating certain processes, and making it easier to scale customer support—all of which fuel business growth.

“Our IT strategy is all about partnering, automating, and accelerating,” said Lindblom. “We want everyone to be able to work wherever, whenever. To that end, we’ve invested in cloud technologies [including Dialpad] that employees can use to do their jobs from any device, anywhere in the world.”

Visionary No. 5

Vend works from anywhere



IT visionary

Andre Morgan

Role

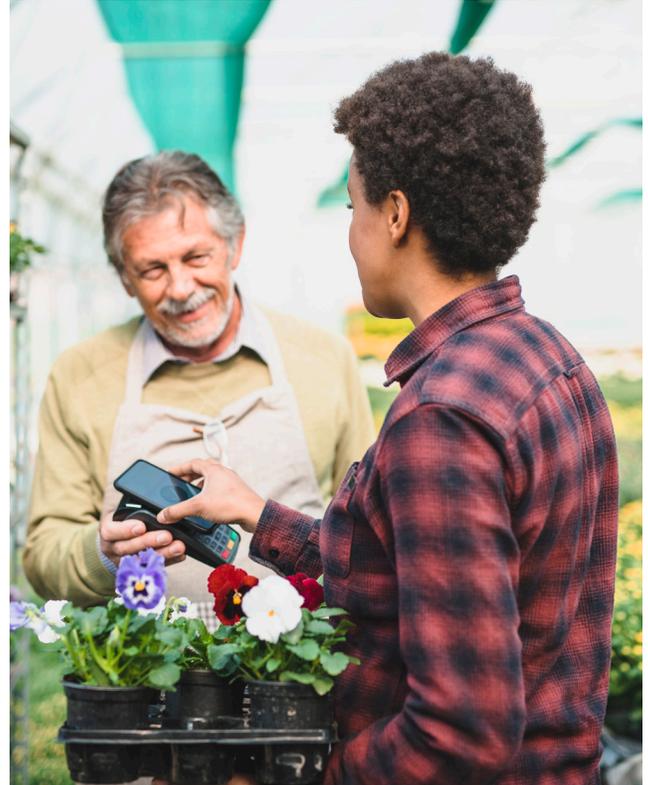
IT Manager

Industry

Tech

Employees+

200+



The challenge

Vend needed a modern business communications strategy to support its Anywhere Workers

Since 2010, Vend has emerged as one of the leading point-of-sale solutions for the world’s retailers.

With its headquarters in New Zealand, sales and support teams distributed across five major markets on three continents, and about 10% of the company’s employees working remotely, Vend sought a way to connect its global workforce—beyond its legacy desk phone infrastructure.

Vend strives to always be accessible to customers, partners, and prospects. But without a modern business phone system in place, the company found itself working in silos across different regions. “We used to spend 40% of our time solving phone issues,” recalled Morgan.

The solution

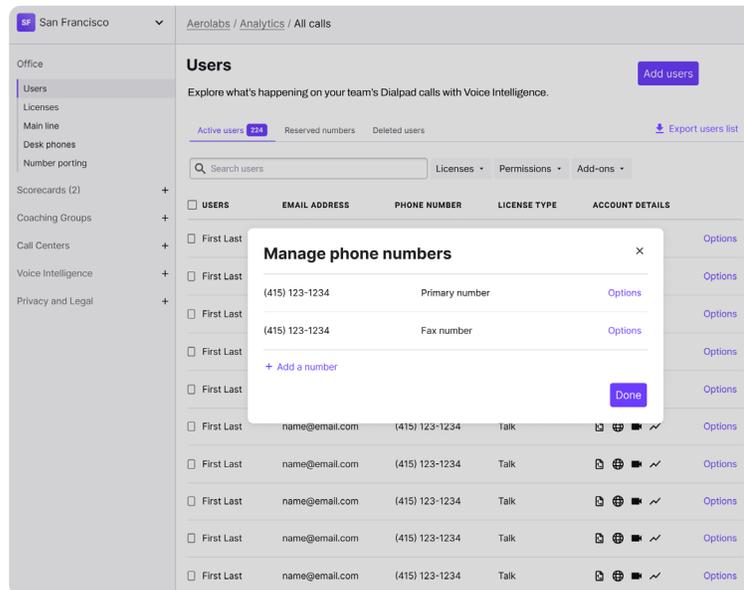
Andre designed a global tech stack that could keep up

Dialpad killed the startup’s desk phones, providing local numbers and the ability to quickly provision new offices—while also offering advanced reporting and native integrations with Vend’s other cloud-based tools.

Visionary No. 5

The solution (cont'd)

Andre designed a global tech stack that could keep up



“We provide 24/7 global support for retailers that need assistance—Dialpad makes it all possible,” said Morgan.

“Regardless of where support and sales teams are, they can respond to customer requests and resolve issues on-the-go. This flexibility has been essential for our distributed workforce.”



Building a cloud-first ecosystem frees us to sell and service from any device.

Andre Morgan, IT Manager at Vend

The result

Productivity, cost savings, and an Anywhere Workforce

From sales to customer support, teams now stay connected to customers, partners, and prospects while on-the-go.

Moving to a pure cloud stack has also enabled Vend to save significantly—both in terms of IT resources and the time spent scaling up global offices.

The fast-moving startup has reduced the time spent provisioning users by 90%, and eliminated on-premises infrastructure across five global offices.

The takeaway

Whether you're a tech startup or an enterprise, the new rules of IT are clear:

1. To build seamless experiences for both team members and customers, every business tool must be born and bred in the cloud.
2. By curating a cloud-first stack, IT teams are slashing overhead, eliminating physical infrastructure, and empowering admins to manage teams from anywhere in the world (and on any device!).
3. In turn, these cloud tools enable IT teams to spin up new offices in an instant, driving global expansion and keeping up with the pace of innovation.

Want to join the visionaries? Let us give you a [product tour](#) of Dialpad and see for yourself how unifying your communications into a single, cloud-based platform looks at your business.

What is Dialpad?

Dialpad is an industry leader in AI-powered communication and collaboration, designed to consolidate all internal and external communication tools (including contact center functionality) into one intuitively designed platform. One account, one login experience, one cohesive interface. Make phone calls, have video meetings, send SMS/MMS + team messaging, and more, from a single beautiful app.

[Get a product tour of Dialpad](#)