

FIBERLINE COMMUNICATIONS DELIVERS QUALITY CLOUD UNIFIED COMMUNICATIONS SOLUTION WITH MASERGY



CUSTOMER

A high-end real estate company headquartered in Los Angeles with satellite locations throughout southern California and Mexico.



CHALLENGE

Need for a unified communication solution to meet the needs of over 300 users at five locations with global presence – looking to expand into Asia and Europe.



OUTCOMES

- Delivered a global cloud unified communication solution to meet the growing needs of the customer.
- Became a trusted advisor to the customer because we presented the complete solution.

The Relationship

FiberLine Communications was introduced to the customer from a value-added reseller and has worked with them for the last two and a half years. They have provided primary circuits and as they grew, added locations with primary and eventually redundant connectivity.

The Challenge

The voice needs of the customer were not being met with the current on-premise system. Customer employed over 300 people, at multiple sites with many working from home and using several different methods of communicating – cell, tablet, desktop PC, or desktop phones across different operating platforms (Android, Windows, iOS). During a regular meeting about circuits, the customer expressed their frustration with their current voice platform.

The Solution

After discovery meetings, FiberLine Communications recommended Masergy's global cloud unified communications system. Masergy had the most customizable and feature-rich solution with the highest rated customer experience in the industry, but when priced out it's quotes were slightly higher than another provider. The customer decided to purchase a cheaper solution from another competitor. After talking with the customer and learning about the other options they had selected, FiberLine recommended they include, in any contract they sign, language to void the contract if their needs are not met. The customer did include the recommended language from FiberLine. After three months, FiberLine Communications received a call from the customer letting them know they wanted to review the Masergy option again. The UC applications from the competitor were not functional, and the needs of the business were not met.

The Outcome

Masergy worked with FiberLine Communications to provide the customer a complete proof of concept that allowed them to play in a test environment to familiarize themselves with the system. The customer was impressed with Masergy's overall technical capabilities, customizable hybrid solutions and the customer support guarantees. They were particularly impressed with the Masergy Communicator – that allows seamless communication across different devices for voice, video and instant messaging. Access to the UCaaS Analyst portal reassured the customer that they would get the analytics and features they needed. Masergy provided a solution that would scale globally with complete disaster recovery options and also guaranteed to deliver on the customer's desired business outcomes. They also included the non-performance language in their contract to reassure the customer they could fulfill the contract.

The customer is fully satisfied with the Masergy solution, is now up and running on the new platform with global expansion plans in Asia and Europe.

