



SALES WIN

Education



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Key Details



BROADVOICE SOLUTIONS	b-hive
CUSTOMER TYPE	Private School
INDUSTRY	Education

\$50k

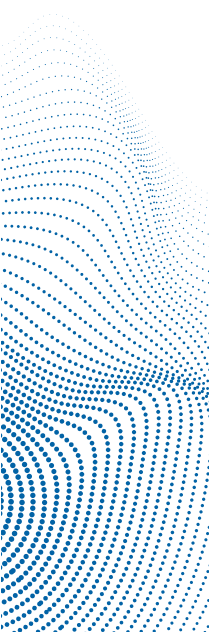
**TOTAL
PARTNER
TCV**

THE CHALLENGE

This private school, located in the Chicago suburbs, was undergoing construction and saw an opportunity to upgrade its **outdated phone system**.

Their existing system had several problems, including a **lack of support, administrative difficulties**, such as changing extensions and names, and a **malfunctioning PA system**.

Any changes required cumbersome processes, and the **lack of local support** made it difficult to resolve issues.



THE SOLUTION

Broadvoice provided them with the **simple and reliable solution** they needed, including:

- **Standard seats** for general users.
- **Pro users** for the administrative team with Microsoft Teams communication.
- A **call path model** to efficiently handle concurrent calls. The call path model also included burst capacity for emergencies, allowing all phones to be used simultaneously if needed.

In addition, the **system's ease of administration** (no need to open tickets for every change) allowed the school to manage the system efficiently and resolve issues without frustration.



WHY BROADVOICE?

They chose Broadvoice for its simplicity, reliability, and flexibility, which made it the perfect solution for their needs.

Ease of Management

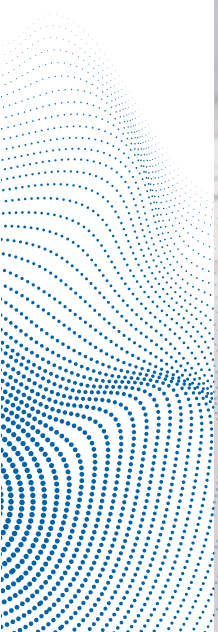
The ability to manage the phone system without needing to open tickets for every change.

Cost-Effective

The solution fit within their budget, offering better value compared to their previous system.

Control and Flexibility

Broadvoice provided the school with the control they needed, empowering them to manage their system as required.



**THANK
YOU!**

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