

What happens when the lights go out? Nextiva turns them back on again!

The Industry: Education

The Challenge: A customer experienced a **three day outage** with zero communication from their current provider. The customer had **15 sites** with **575** total users on the account. The customer's business went to a halt and it took their current provider over 72 hours to begin to get them back online again. The customer was also paying a premium price for a solution that was not functional.

The Solution: The partner engaged our Solutions Engineer and Regional Partner Manager for an on-site visit with the customer. As the Nextiva Team and partner toured the facility they were asking the customer questions to uncover what they needed and expected out of their communications provider. We were also able to provide a way for them to remote into all of their different locations for moves, adds and changes, saving them time and resources. We ultimately made the customer more productive and provided them with a more cost effective solution.

Questions to Ask Your Partners:

- How many outages if any have you experienced with your current communications provider?
- How do you handle adds, moves and changes today?
- How happy are you with your communications provider's support team (how quick are they to engage with your customers to solve their problems)?
- How many locations do you currently have?