

# Nextiva Is the Customers Quarterback

**The Industry:** Industrial

**The Challenge:** The customer came to Nextiva with an immediate need for a vFax solution in March 2022. While we were working through getting the vFax solution set up, the Nextiva partner and RPM uncovered that the customer had a glaring need to be fully onboarded with a UCaaS provider for **200** seats and **4** total business units after **3** years of never being fully onboarded. The customer was also facing additional implementation costs from their current provider.

**The Solution:** The Nextiva team came in quickly and seamlessly with a plan to exceed the customers expectations and their request for an expedited timeline for install. The original ask was just for vFax but through asking the right questions to the partner and customer, we were able to uncover the need for a UCaaS solution. Our team came in with all of the tools and resources needed to get the customer onboarded in record time. So ultimately, we solved for two pain points and now have a loyal customer.

## Questions to Ask Your Partners:

- What are the current challenges you are having with your current provider?
- What challenges is your company currently facing when it comes to internal and external communication?