



Case Study

California-based Managed Service Provider Partners with Broadview Networks for its Reliability

BACKGROUND

I.T. Responsive is a managed service provider in Santa Ana, California that has been in business since 1997. I.T. Responsive provides comprehensive managed services and infrastructure projects including data center design, network build-outs, installations of servers, workstations, switches, endpoint security, firewalls, as well as VoIP (Voice over Internet Protocol) business phone system services to their clients around the globe.

CHALLENGE

I.T. Responsive was a versatile provider, looking to offer its clients and partners the most comprehensive portfolio of services possible. “We’re a partner in a lot of cases, an agent for certain things, and definitely a Value Added Reseller (VAR). We were looking to add a reliable VoIP solution to better service our customers’ and partners’ needs”, stated Chance Weaver, President of I.T. Responsive.

SOLUTION

I.T. Responsive looked at several different cloud phone system offerings, but the solution that best suited their needs was Broadview’s OfficeSuite® Phone. “The price point with Broadview was really impressive. For what you got with the product, we were really impressed, so we decided to try it out”, said Weaver. I.T. Responsive purchased Broadview’s OfficeSuite® Phone for their own business and installed it at their two locations. “Before we deployed it for a single client, we actually installed it ourselves and made sure that we were comfortable with it and that we were confident in the quality of the product. We love it and still use it today. It’s been our phone system for the past three years”, stated Weaver.

COMPANY PROFILE

Name: I.T. Responsive

Service: Managed Services, hosted VoIP and cloud UC, IT consulting and network design

Location: Santa Ana, California

Challenge: I.T. Responsive needed to find a reliable and affordable cloud VoIP and Unified Communications (UC) solution to add to their growing portfolio of services.



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RESULT

After successfully deploying OfficeSuite® Phone in their own business, I.T. Responsive started recommending OfficeSuite® Phone to its clients, finding it very beneficial to be users of the system themselves. “It is really nice because our clients can just come to our office and see the system in action and how we actually use it; it’s been pretty easy to sell this way. OfficeSuite® Phone literally sells itself”, said Weaver.

Quality has been a leading factor in I.T. Responsive’s decision to partner with and sell Broadview’s services. “Everybody seems to offer a hosted VoIP solution. What we’ve found with a lot of them is the quality just isn’t there. The call quality’s often really bad, but we haven’t had that issue with Broadview,” explained Weaver.

I.T. Responsive could not be happier with the reliability that OfficeSuite® Phone provides to both their business and their clients. “We recommend partnering with Broadview and offering OfficeSuite® Phone as a solution for the most important reason, reliability. It’s a phone system that once you deploy it, you don’t hear any negatives about it. It’s such a huge part of your daily business and so important to have everything working flawlessly. I love that about Broadview. We haven’t had any issues,” explained Weaver.

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