



Case Study

Georgia-Based Voice Communications Provider Partners with Broadview Networks for its Quality Products and Superior Implementation

BACKGROUND

NovaCom Business Communications is a voice and data communications consulting company in Atlanta, Georgia that excels in delivering their customers the latest technologies in the industry and has extensive experience with VoIP and hosted voice communications. NovaCom Business Communications has been in business for more than ten years and sells hosted voice and cloud-based unified communications solutions to its customers nationwide.

CHALLENGE

NovaCom Business Communications was looking to add an affordable, quality hosted voice partner and product offering to its portfolio that would offer seamless implementation for their premises-based customers migrating to cloud-based services.

SOLUTION

The solution for NovaCom Business Communications was Broadview Networks' cloud-based unified communications solution, OfficeSuite® Phone. OfficeSuite® Phone includes the advanced features that NovaCom's customers need readily available and offers a no out-of-pocket option for equipment to their customers. "The fact that the features that our customers need are already built into the platform as part of the service and there are no out-of-pocket costs for new phones is huge, it allows us to be extremely competitive for our customers", stated Jeff Hardman, President of NovaCom. The simplicity of the billing and price structure of Broadview is another huge advantage that Novacom has enjoyed by partnering with Broadview. "I love the simplicity of the proposals and pricing and the way the billing is set up. I review a quote and can hand it straight to the customer and explain it very easily. You don't get that with other solutions," explained Hardman.

COMPANY PROFILE

Name: NovaCom Business Communications

Service: Hosted unified communications

Location: Atlanta, Georgia

Challenge: Novacom Business Communications needed to find a reliable and affordable hosted voice and cloud-based unified communications (UC) solution to offer their premises-based customers.

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RESULT

Since partnering with Broadview and adding OfficeSuite® Phone to their product offerings, NovaCom Business Communications has had great success. “We’ve had great success with Broadview’s competitive pricing and unique ability to get deals closed quickly. They project manage better than any of the providers that we’ve worked with. The process is so good, that once I sell it, I can pretty much sit back and watch things happen,” stated Hardman. The implementation process with Broadview’s OfficeSuite® Phone has been extremely efficient for NovaCom, making Broadview their go-to provider for cloud-based services. “Our implementation experience has been far superior with Broadview than other providers. The project management has been super. They continuously contact the customer and it’s tracked so I can follow the process as it’s happening. That’s been huge to my customers and huge to me, the more that Broadview does and the better they are at doing it, frees me up to focus on selling,” explained Hardman. NovaCom and their customers have been very pleased in working with Broadview and the quality of the OfficeSuite® Phone service. “It’s been so smooth working with Broadview that we quote them for every customer that we’re trying to move off a premises-based system into the cloud. We’ve had great luck and the customers who are on OfficeSuite® Phone have been very pleased. We will continue to propose Broadview to our customers,” stated Hardman.



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