



Case Study

Native American Owned Telecommunications Agent Selects OfficeSuite® Phone as its Hosted VoIP and Cloud UC System of Choice

VisionQuest Communications Recommends Broadview Networks' Cloud Phone System to its Oregon, Washington and Northern California Customers

BACKGROUND

VisionQuest Communications is a Native American owned and operated interconnect company providing telecommunications services to small and medium-sized businesses in Oregon, Washington and Northern California. The company was founded in 2000 in order to help Native Americans in the Northwest establish a career in the telecommunications field. Backed by Native American integrity and pride, the company's philosophy is to provide the highest quality products and services for the lowest cost.

CHALLENGE

VisionQuest Communications primarily sold digital phone systems for years. Over time, some of the digital phone systems became obsolete. Shadowhawk, president of VisionQuest Communications, went on a quest to find a hosted voice over IP (VoIP) phone system that would not only replace the obsolete digital phone systems, but better meet their customers' current and future needs.

Shadowhawk explains, "We started looking into voice over IP and testing systems. We looked at a lot of different hosted VoIP and cloud-based systems and we had three different systems in our office that we didn't like and would therefore not recommend to our customers. Then, we installed OfficeSuite® Phone from Broadview Networks and just loved it. It's a great product. It fit our company really well, so we had confidence knowing it would be a system our customers would love also."

OfficeSuite® Phone from Broadview Networks is an award-winning cloud phone and unified communications (UC) solution. OfficeSuite® Phone comes with high-quality, easy-to-use phones, online fax service, HD video, audio and web conferencing, mobile applications, and an unlimited calling plan. Both administrators and employees can manage everything from a mobile-friendly website. OfficeSuite® Phone delivers a complete business communications solution for no capital investment or maintenance contracts.

SOLUTION

VisionQuest Communications has been a Broadview Networks agent for over a year and has sold OfficeSuite® Phone to its small-to medium-sized business clients with great success.

COMPANY PROFILE

Name: VisionQuest Communications

Service: Telecommunications

Location: Beavertown, OR

Challenge: Replace obsolete digital phone systems with a high-quality hosted VoIP/cloud phone and UC system that will better meet customers' current and future needs.

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Shadowhawk
President, VisionQuest Communications

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“I tell people that all voice over IP, or cloud-based, systems are not created equal,” stated Shadowhawk. “OfficeSuite® Phone is easy-to-use and the phones have tons of programmable buttons, so it works similarly to the digital systems they were used to. It’s a great fit for our clients; they really like the system.”

VisionQuest takes a very hands-on approach with its clients, especially the smaller businesses that do not have dedicated IT resources. Thus, selling a system that was easy for them to support was essential. “Since we support all of your customers’ systems, it was very important for us to find a system that was easy to manage,” Shadowhawk asserts. “OfficeSuite® Phone has been great for us.”

OfficeSuite® Phone has also proven to be a system that is easy for VisionQuest to support. After their installations, they do not hear from customers because there simply are no issues. But, when they do need Broadview’s help, they have found the support to be on par with the product. “Honestly, what sets Broadview apart from other companies is their people,” says Shadowhawk. “You can have a great product, which Broadview does, but the people we work with are cooperative and they care, which makes a big difference.”

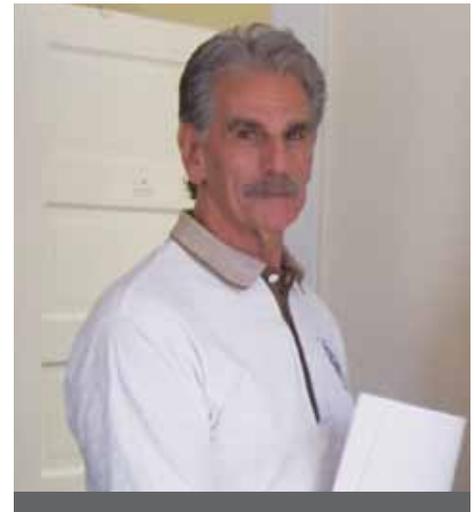
The new MyOfficeSuite portal that lets administrators manage all aspects of the OfficeSuite® Phone system has made VisionQuest’s job of supporting customers even easier. Shadowhawk asserts, “We use the new MyOfficeSuite portal to order equipment and to order new lines instantly. We can also order our own phones for customers. Even if the IP address must change, we can just log into the portal from anywhere and fix it instantly. The ability to be more self-sufficient and handle things on our own really helps us a lot. The new portal has definitely done that for us.”

RESULT

As a Native American owned and operated company, VisionQuest Communications upholds the highest principles of integrity. Shadowhawk explains, “We really care about our customers. They’re like family to us. I sell you something, I install it and then the next day I see you at the market. If things aren’t going well, I have to face you. It’s a little different than big cities. I could really mess up and never see the same person twice, but that’s not true here. We’re a small community.”

VisionQuest Communications does more than just sell telecommunications services; it enables the businesses in its community to achieve long-term success. So finding a partner that provides the high quality products and services that it strives to deliver was of paramount importance.

“Our focus is honestly to help people. We care about the product that we’re selling because we’re going to see those people in our community and we want them to say, ‘This is really working well.’ That’s our focus. We truly care about our customers and we built the company on our reputation so it’s really important to us. Broadview Networks has helped us to maintain that,” explained Shadowhawk.



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