



UNIVOIP HELPS PARTNER DELIVER AFFORDABLE UCaaS AND DAY 2 SUPPORT

Inland NW Telecom Has a Trusted Partner To Handle All Deployment and Post-Deployment Needs for Clients



“School districts rarely use a traditional UCaaS carrier due to high costs. When UniVoIP offered Cloud Voice for Microsoft Teams, it suddenly made UCaaS very affordable. **It was an easy decision.**”

- TOM STICE
Inland NW Telecom



Inland Northwest Telecom needed a reliable partner to migrate its client’s phone system to UCaaS. The client – a WA-based school district – was struggling to find a UCaaS provider that could meet its cost and compliance needs.

THE CHALLENGE:



The school district’s outdated PBX came with a **hefty service price** and resulted in difficulties meeting e911 compliance and maintenance requirements.



Because of the school district’s rural location, sourcing and implementing standard services for data and voice can be **next to impossible**.



Many schools, including Inland NW Telecom’s client, struggle to migrate to VoIP services due to the **high costs** of a 1:1 trunk-to-station solution.



THE ACTION:



With UniVoIP's help, Inland NW Telecom offered the school district a flexible Teams Voice solution with an **'a-la-carte' pricing model**.



UniVoIP deployed Cloud Voice for Teams across the school district's locations **quickly and affordably**.



UniVoIP also **stayed on to tackle the client's Day 2 needs**, including missing numbers, billing questions, troubleshooting, and more.

THE RESULTS:

By deploying Cloud Voice for Microsoft Teams, UniVoIP enabled the school district to move its voice services to the cloud for greater flexibility and reliability.

Thanks to UniVoIP, the client:

- ✓ No longer wastes resources and expenses on maintaining an aging PBX.
- ✓ Has 24/7/365 support from UniVoIP's U.S.-based customer service teams.

Plus, Microsoft's built-in security features and e911 capabilities make it easier for the client to achieve and maintain compliance.



"As a one-man band, I need vendors to answer the inevitable Day 2 problems: repairs, missing numbers, billing disputes, etc. So far, UniVoIP has met that need on several fronts and fixed issues very attentively."

- TOM STICE
Inland NW Telecom

