

# Case Study: Ventia

Ventia wins with client-friendly, easy-to-manage IT services and exceptional customer support

## What was needed?

When Steve Baker and Dan Wheble started Ventia, they had one goal in mind—to offer superior serviced offices.

In order to offer superior serviced offices, they needed to find an exceptional IT service provider that offered a state-of-the-art telephony system and reliable high speed internet. Most critically, the telephony system needed to be 1) easy to set-up and deploy for new clients, 2) easy to centrally manage, 3) full of features and value-adding benefits, 4) supported with 24 / 7 technical assistance, and 5) instantly scalable as they opened new centres.

*“The VTSL system is flexible, scalable and not overly complicated. Billing clients is easy, adding new tenants is easy, and customer support is great. Plus it offers a lot of features that our clients find beneficial.”*

*- Dan Wheble, COO, Ventia*

## VTSL offers an elegant, comprehensive solution

Ventia looked at a variety of voice and data providers in search of one that could meet all of their requirements at an affordable price. Several options appeared viable initially, but upon further investigation proved to be unnecessarily complicated, not particularly client-friendly, or prohibitively expensive. VTSL however offered the perfect balance of features, simplicity and price, with its purpose-built platform, per user monthly billing and experience in the sector.

## Ventia is able to offer superior IT to its clients

With VTSL, Ventia offers an IT service that differentiates it from the competition.

- **Technology Advantage for Clients:** VTSL’s VoIP service includes an intuitive handset, the ability to log on from any device and dozens of features including mobile twinning, call groups, intercom, paging, advanced voicemail, hold music, auto-attendant and more. This means that Ventia’s clients have all the features of a big corporate system but at the fraction of the price.

- **Technology Advantage for Ventia:** With billing identifiable by client, Ventia is able to easily manage onward billing. With a centralised online web portal, one person can easily manage the adding and removing of users and the changes to settings that clients require—all with a click of their mouse.

- **2<sup>nd</sup> to None Customer Support:** Ventia is able to decide whether they want to handle client requests or have clients go directly to VTSL. In either case VTSL will pro-actively help in ways other providers simply don’t. For example if internet bandwidth is being monopolised by one particular employee streaming video, VTSL will alert Ventia and / or the client in order to prevent any issues with service. Plus with 24/ 7 technical support and the fastest response times in the industry, Ventia knows there will be a quick solution in the event anything does go wrong.