

CASE STUDY:



PanTerra Networks
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COMPANY PROFILE

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IronWare Business Intelligence, where a universe of data, solutions and knowledge can make all of the difference in visualizing and building the success your business requires. Their expertise and passion for business technology spans a wide range of solutions utilities, platforms and understanding, including accounting/operational, automated sales/marketing processes, IT/cloud strategies, strategic consulting, custom development/applications and business intelligence designed to keep your organization competitive in this ever-changing economy. IronWare Business Intelligence partners with industry-leading software developers and technology manufacturing to enable the most complete offering of cutting-edge business consulting and best-of-breed solutions.

SITUATION

Prior to implementing PanTerra's solution, IronWare used a product called Altigen. Altigen is a proprietary on-premise VoIP system. Their system consisted of an Altigen server, Altigen proprietary phones and a software phone system called Max Communicator. Max Communicator is a PC-based only phone system.

CHALLENGES

Several challenges included:

1. **Switching from PC-based to Mac-based** – As Software Company, they started moving away from PC-based systems to Mac laptops. This meant that the Altigen soft-phone solution was not available – requiring them to use proprietary hardware to answer calls.
2. **Phone Issues** – From time to time, the phone system would freeze. This required IronWare to contact the networking company that sold them the system for support. Sometimes the networking company could “dial in” and diagnose the problem; other times they needed to be on-premise.
3. **Support Issues** – About 5 years after they bought the system, the networking company was not supporting Altigen anymore, which made it necessary for IronWare to support the system themselves, with mixed results.
4. **Messaging Issues** – There were several other problems over the years including issues with the messaging system, problems receiving voice messages with email, problems recording and deploying updated auto-attendant messages, and more.
5. **Failed Motherboard** – The final challenge occurred when the motherboard on the Altigen server failed and IronWare was unable to have the system repaired. The result – their main phone line had to be forwarded to a cell phone number to maintain any kind

of communication with clients. Without direct phone numbers, IronWare's clients wondered whether they were still in business.

SOLUTION

They were "dead in the water" and needed an alternate solution – fast. PanTerra proposed Streams, a system that was loaded with features they had not even considered in a phone system – remote desktop support, conference numbers, fax numbers, call recording, integration with Salesforce.com, SMS/chat with other employees, file transfers, and the UCC for an "all-in-one" window to gauge employee statuses and even immediate help from PanTerra's Support if needed.

Everything from IP phone setup, to software implementation and training were all accomplished seamlessly and at unbelievable speed. IronWare had a fully functional system within 24 hours of contacting PanTerra.

BENEFITS

There have been many benefits in moving to PanTerra's solution.

- **Employee Visibility** – Using Streams caused each of our employees to have greater visibility and faster communication with each other and our clients.
- **Flexibility in Office Location** – Because of the stability of the Streams technology, IronWare made the decision to let their office lease expire and allow employees to work from home. This communication infrastructure has allowed us to save about \$10,000 per month in office lease costs.
- **Increased Billable Revenue** – Employees no longer have to drive into an office every day, thereby increasing billable hours and decreased reimbursement on auto and gas etc.
- **Multiple Conference Numbers** – The ability to conduct conferences simultaneously has given employees the flexibility to hold meetings with clients as necessary. By eliminating the need for GoToMeeting, the cost of doing business has been reduced significantly.
- **Cloud-based System** – With a super-stable cloud based system, IronWare's employees can be anywhere and give the appearance of being, "in the office," and always available for their clients.