

TECHNOLOGY COMPANY-UCS



Capital Business Systems provides a local technology systems company with a fully-integrated, cloud-based unified communications platform, which gives them the ability to focus on what they do best: **providing excellent support to their customers.**

AT A GLANCE

Areas of Concern

- Aging on-premise IP phone system
- Difficulty acquiring new/replacement phones
- Could not make changes to their system
- Their system software could not be updated

UCS Benefits

- A cloud-based platform that is continually updated
- New phones included with each line
- Changes are easily managed internally or with the help of Capital's UCS team



"The main reason we chose to switch from our previous phone provider and over to Capital Business was because we would be able to provide better customer service and instant support when issues or training was needed."

Spencer W.

Financial Controller, Technology Systems Company

OBJECTIVES

The customer was struggling with an aging on-premise phone system. The system needed to be updated, but the system was no longer supported by the manufacturer. They could additionally not make changes to their system if they had employee job changes, and could not get new phones for the system. Switching to Elevate from Capital Business Systems resolved all of these issues.

SOLUTIONS

Capital Business Systems installed handsets and accompanying desktop and mobile apps at the technology systems company. Elevate from Capital Business Systems provided them with an innovative, continually updated and reliable phone system. This allowed them to focus their time on running their core business without distractions, as they no longer had to worry about their communications platform.

BENEFITS

Continually updated cloud-based platform

Since Elevate is cloud-based and always improving; updates are pushed automatically to the platform. This gives the customer continual new features and improvements to existing ones.

New Phones

The Technology Systems Company obtained all new phones, which were included as a part of their subscription.

Changes easily managed

The customer is able to do their own user management as a part of the Elevate platform, or can opt to contact Capital Business Systems' UCS team to assist. If any other edits are needed, the Capital Business Systems UCS team is easily reached and can make any changes quickly; the customer no longer needs to worry about them.