

CASE STUDY:



PanTerra Networks
4655 Old Ironsides
Suite 300
Santa Clara, CA 95054

Updated January 2017

COMPANY PROFILE

Paul Enloe, Owner

Location: 4024 Rufe Snow Drive North | Richland Hills, TX 92592

Phone: 817.589.0808

Telecom911, dba, Dial Communications is a privately owned, Texas based, telecommunications sales and service company with national distribution services. It was founded in 1987 to offer customer-oriented service and competitive pricing options for a wide range of products and services.

Dial Communications has the resources, experience and quality commitment to maintain preferred-vendor status with its customers. They offer custom-designed communications solutions to support their customers' business needs and long-range goals. Sales representatives and trained technicians team to support system, product and service requirements. Whether remanufactured or cutting edge systems and parts, they provide value-added service with on-site, quality controlled repair and warehousing facilities.

SITUATION

We were supporting an FTP site so that we could provide documents to our customers and collaborate on internal documents.

CHALLENGES

The cost of supporting a FTP site was very expensive. We had to constantly change the passcode so that unauthorized personnel could not peruse the site. Once we gave a customer the passcode, there was nothing that stopped them from viewing or downloading other documents on the site making document security virtually impossible. It was cumbersome for employees to access the site and utilize collaborative documents.

SOLUTION

SmartBox allows us to only provide the documents or software that our customers request. We are able to send secure or unsecure documents, as necessary, to customers and company personnel. This feature has allowed us to expand our document offerings and to limit their distribution. Additionally, we've found mobility a true time-saver with the access of information by our customers on any device, anywhere providing a value-added benefit that was impossible on our FTP site. "SmartBox has made document or software transfers to our customers easy, efficient & secure," says Lead Technician Mike Chenault. With the built-in UCC panel, communicating and collaborating are easier

and more efficient – no more wasted time on emailing files back and forth waiting to make time-sensitive changes to customer quotes, contracts and more. SmartBox has saved our company money and increased the productivity of personnel.

BENEFITS

There have been many benefits in implementing the SmartBox solution:

- Gives customers a fully loaded solution for long-term retention and complete satisfaction.
- Ability to send documents in a secure environment.
- Event notifications provide real-time information on who is accessing documents.
- Large files can be transferred or downloaded without the use of FTP sites or VPN codes.
- Increases internal productivity.
- Simplifies sharing files.
- Mobility allows for convenience.
- Allows for intelligent presence on share groups.