



CASE STUDY

ELECTRICAL MANUFACTURER SAVES TIME & MONEY WITH NEW SEAMLESS COMMUNICATIONS SYSTEM



Client :
Foster Transformer Company

Industry:
Electrical Manufacturing

SUMMARY

Foster Transformer Company is an electrical/electronic manufacturing company with 11-50 employees based in the United States. Like many small to medium-sized businesses, Foster Transformer Company faced challenges with managing communication between their employees and customers.

After evaluating multiple UCaaS solutions, they selected PanTerra Networks, a cloud-based UCaaS platform, to handle their voice, text, chat, and file exchange needs.

Voice



SMS/Text



Chat



File exchange



THE CHALLENGE



Inefficient communication channels

Multiple communication channels that are not integrated, leading to confusion and decreased productivity.



Difficulty in collaborating remotely

Remote work can lead to a lack of communication and decreased collaboration between team members, which can hinder productivity and result in missed deadlines.



Inability to quickly respond to customer needs

Difficult to respond quickly to customer needs due to ineffective communication channels or a lack of visibility into customer needs.



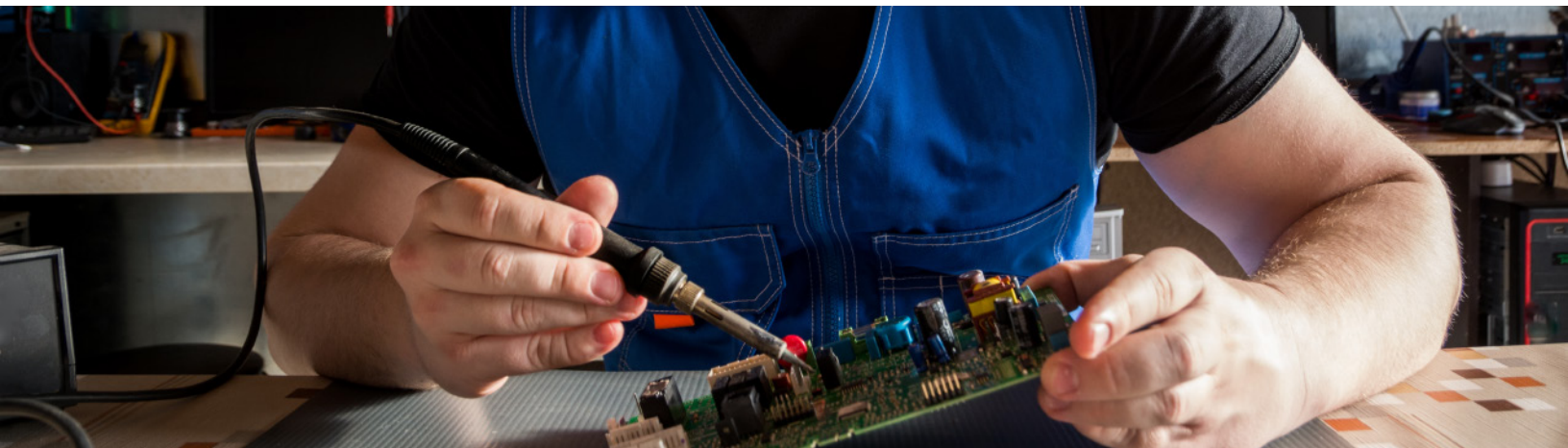
Lack of integration between different communication tools

Using multiple communication tools that do not integrate can lead to confusion and decreased productivity.



Costly and complex on-premise hardware and software solutions

Companies may struggle with the high costs and complexity of maintaining on-premise hardware and software solutions for communication and collaboration needs.



IMPLEMENTATION AND USE CASES

Implementation of PanTerra Networks was quick and easy for Foster Transformer Company. An implementation team was available to set up calling blocks, directories, and other necessary features. This ensured that nothing was left to happenstance.

The use cases for PanTerra Networks were comprehensive and straightforward. Foster Transformer Company was able to handle all of their communication needs seamlessly. Calls were transparently passed between VoIP handsets, cell phones, and soft phones. Group dialing, messaging, chat, and file sharing were all provided, making it a cost-effective integrated solution.



Integrate multiple communication channels into a streamlined process



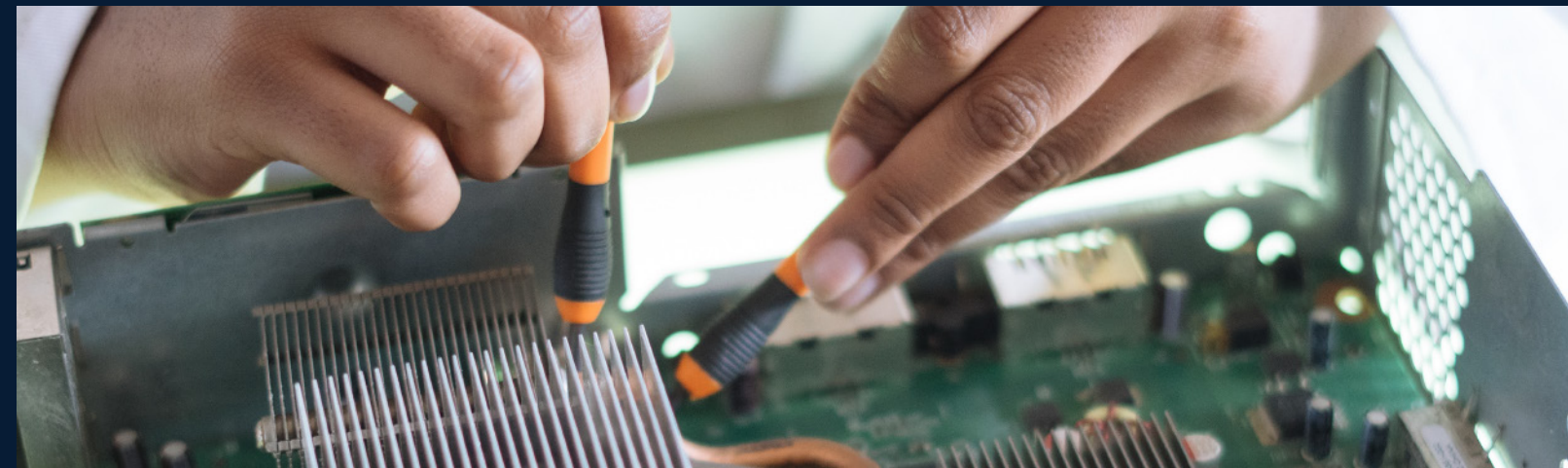
Improved productivity



Better remote collaboration



Faster response to customer needs



BENEFITS AND PROS OF PANTERRA NETWORKS

Foster Transformer Company experienced multiple benefits from using PanTerra Networks. The system was dead reliable, and they did not experience a single outage in two plus years. Additionally, they had little to no upfront implementation costs. Their communication system could travel wherever they were, ensuring they did not miss an important call if they were not at their desk. The total cost was comparable to, or less than, local phone/cable phone systems. Moreover, the system was readily scalable as new users were added.

The feature set of PanTerra Networks was also a significant advantage. Foster Transformer Company found the voice, text messaging, chat, file sharing, and unified communication features to be comprehensive and easy to use.



SUPPORT AND FUTURE PLANNED USES

The support provided by PanTerra Networks was exceptional. Foster Transformer Company had very few issues, but PanTerra was always there, if needed, and very pro-active with notifications of issues that could affect system availability. They required minimal onsite support and new users could be proficient with the system with just a few minutes of training.

Foster Transformer Company also identified innovative uses for PanTerra Networks. They appreciated the ability to directly text and MMS message from the desktop, access files from remote locations, and make use of simple call groups and call forwarding. They plan to expand their use of chat and remote access and file sharing.



USE CASES FOR UCAAS PLATFORMS

Companies like Foster Transformer Company that have multiple employees and need to stay in touch with customers and vendors can benefit from UCaaS platforms like PanTerra Networks. Here are some use cases for UCaaS platforms:

1. Remote teams:

UCaaS platforms allow remote teams to work together seamlessly. They can share files, communicate via voice or video calls, and hold virtual meetings.

2. Unified communications:

UCaaS platforms offer a unified communication experience, allowing employees to switch between devices and mediums, such as voice, text, chat, or video, to communicate with each other and customers.

3. Scalability:

UCaaS platforms offer scalable solutions that can grow with the business, allowing companies to add or remove users easily.

4. Cost-effective:

UCaaS platforms eliminate the need for expensive hardware and reduce maintenance costs, making them an affordable option for small and medium-sized businesses.

WHY FOSTER TRANSFORMER COMPANY CHOSE TO USE PANTERRA

Foster Transformer Company considered several competitors in their search for a new communication solution, including RingCentral Contact Center and GoTo Connect. These alternatives were both hosted solutions that offered similar features to PanTerra's UCaaS platform.

Ultimately, Foster Transformer Company concluded that PanTerra provided the best solution due to their robust feature set, outstanding reliability, comprehensive support, and competitive pricing. Compared to RingCentral and GoTo Connect, PanTerra offered more advanced features, such as video conferencing and screen sharing, that were important to Foster Transformer Company's collaboration needs. PanTerra's platform also proved to be more reliable, with fewer outages and downtime than the other alternatives.

In addition to their feature set and reliability, Foster Transformer Company also valued PanTerra's comprehensive support. With 24/7 customer service and a dedicated customer success team, PanTerra provided the necessary assistance to ensure a smooth transition and ongoing support for their communication needs. Lastly, PanTerra's competitive pricing made their UCaaS solution a more affordable option compared to the other alternatives considered. For these reasons, Foster Transformer Company ultimately concluded that PanTerra provided the best overall value and was the optimal solution for their communication needs.



IN THE CUSTOMER'S WORDS



"All the Features you could want at a price you can afford and with support you need."

Herm Harrison
Vice President
Foster Transformer Company



Pros



Voice



Text
Messaging



Chat



File
Sharing



Unified
Communication

Return on Investment

- The system is dead reliable. We've not experienced a single outage in 2+ years.
- Little to no upfront implementation costs.
- Your communication system travels wherever you are. No fear of missing an important call if not at your desk.
- Total cost comparable to, or less than, local phone / cable phone systems.
- Readily scalable as new users are added.

PanTerra Networks UCaaS platform offers a compelling solution for small to medium-sized businesses that need an integrated, cost-effective communication system. According to Herm Harrison, the Vice President of Foster Transformer Company, a leading Electrical/Electronic Manufacturing firm, "PanTerra provides a cost-effective unified communication system for small to medium-size businesses. It offers all of the features you could ever hope to have at an affordable price."

Foster Transformer Company uses PanTerra Networks to handle their voice, text, chat, and file exchange needs. "Calls are transparently passed between VoIP handsets, cell phones, and soft phones," says Harrison. The company also benefits from the platform's group dialing, messaging, chat, and file sharing capabilities, which make it easy to handle all of their communication needs seamlessly.

One of the biggest advantages of the PanTerra platform, according to Harrison, is that it is "dead reliable." The company has not experienced a single outage in over two years of use. Additionally, implementation was quick and easy, with an implementation team on hand to set up calling blocks, directories, and other features. Harrison notes that "nothing is left to happenstance," giving the company confidence in the reliability of the platform.

PanTerra's support and implementation teams also receive high praise from Harrison, who says that the company is "always there, if needed, and very proactive with notifications of issues that could affect system availability." With little to no upfront implementation costs, and the ability to add new users as the company grows, PanTerra Networks is a scalable and flexible solution that fits the needs of businesses of all sizes.

While there are a few areas where the platform could be improved, such as adding more robust text features and improving the ability to attach files to text messages, Harrison notes that these issues are minor compared to the benefits that the PanTerra platform provides. According to him, "PanTerra offers a robust feature set, outstanding reliability, comprehensive support and competitive pricing."

Overall, Foster Transformer Company is highly satisfied with the PanTerra Networks UCaaS platform, giving it a perfect score of 10 out of 10. When asked if he would buy PanTerra again, Harrison says, "Yes, in all likelihood, we will remain PanTerra customers for many years."



Read the full review >>



CONCLUSION

PanTerra Networks provided Foster Transformer Company with a cost-effective unified communication system that allowed them to handle all of their communication needs seamlessly.

The cloud-based UCaaS platform proved to be a reliable and scalable solution that met the requirements of the company. With multiple benefits such as comprehensive features, ease of use, and comprehensive support, PanTerra Networks provided Foster Transformer Company with an optimal solution.

The use cases are many and proved that manufacturing companies can benefit from such solutions to enhance collaboration, reduce costs, and improve productivity.

Overall, the successful implementation of PanTerra Networks demonstrates the value of UCaaS solutions in meeting the communication and collaboration needs of small and medium-sized manufacturing businesses.



See It For Yourself

Book a Demo

panterranetworks.com

