CASE STUDY

THE GAME-CHANGING SOLUTION FOR STATEWIDE WINDOWS & DOORS' COMMUNICATION NEEDS

Client :
Statewide Windows & Doors

Industry:
Construction

SUMMARY

Statewide Windows & Doors, a window and door installation company with over 25 years of experience, faced challenges in finding a reliable and cost-effective communications solution to meet their needs. After experiencing frustration with their previous provider, they turned to PanTerra Networks to improve their communication and collaboration capabilities.

With the help of PanTerra's robust features and exceptional support, Statewide Windows & Doors was able to streamline their operations and improve their customer service, all while saving on costs. PanTerra's advanced VOIP system and comprehensive reporting capabilities provided Statewide with unprecedented flexibility and visibility into their call handling process, allowing them to identify and address areas for improvement.

Overall, Statewide Windows & Doors' experience with PanTerra Networks was overwhelmingly positive, and they would highly recommend the platform to other businesses in need of a reliable and cost-effective communications solution.

PanTerra's Unified Solution included

Phone Systems

Transfer Calls

Emergency Calls

Easy Set Up / Ease Of Use

THE CHALLENGE

Inefficient communication channels

Statewide Windows & Doors may be facing challenges with multiple communication channels that are not integrated, leading to confusion and decreased productivity. This can be especially challenging for a business that operates across multiple locations or with remote workers.

Difficulty in collaborating remotely

Like many businesses, Statewide Windows & Doors may be facing challenges with remote work, which can lead to a lack of communication and decreased collaboration between team members. This can hinder productivity and result in missed deadlines.

Inability to quickly respond to customer needs

Statewide Windows & Doors may be struggling to respond quickly to customer needs due to ineffective communication channels or a lack of visibility into customer needs. This can lead to customer dissatisfaction and lost business.

Lack of integration between different communication tools

If Statewide Windows & Doors is using multiple communication tools that do not integrate, this can lead to confusion and decreased productivity. For example, employees may waste time switching between different tools, or important information may be missed.

### Costly and complex on-premise hardware and software solutions

Statewide Windows & Doors may be facing challenges with the high costs and complexity of maintaining on-premise hardware and software solutions for communication and collaboration needs. This can be especially challenging for a small to medium-sized business like Statewide Windows & Doors.

IMPLEMENTATION

Statewide Windows & Doors faced several communication challenges that were hindering productivity and growth. They needed a solution that would integrate multiple communication channels and allow for easy collaboration among team members. Additionally, they needed a solution that would enable them to quickly respond to customer needs and provide real-time visibility into customer needs.

Statewide Windows & Doors decided to implement a cloud-based unified communications and collaboration solution (UCaaS) that could integrate all of their communication channels and allow for easy collaboration among team members. The solution they chose offered features such as voice, text, chat, and file exchange, making it easy for team members to communicate and collaborate from anywhere. With this solution, Statewide Windows & Doors could respond quickly to customer needs and provide real-time visibility into customer needs, which was essential for their business growth.
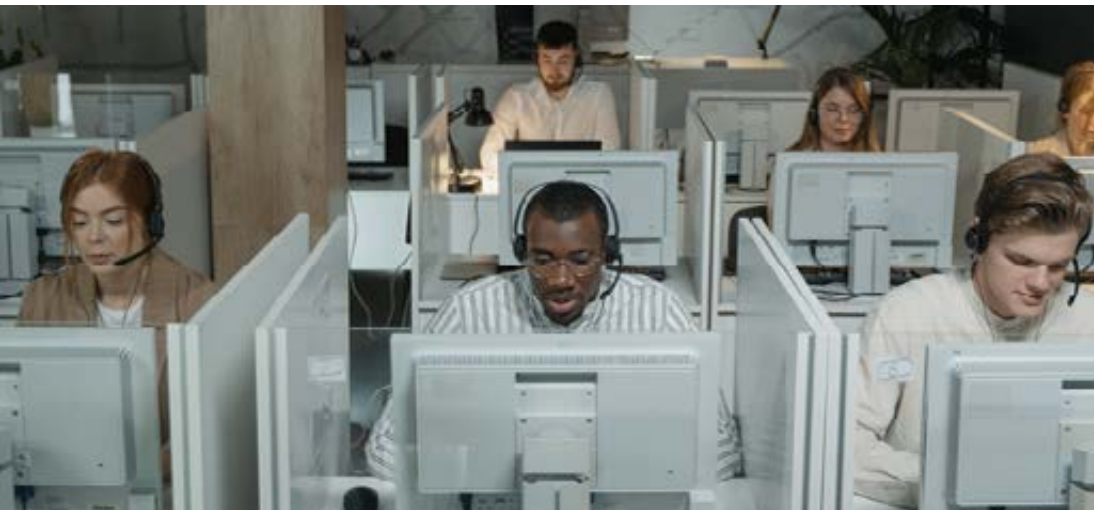
USE CASES

Since implementing the UCaaS solution, Statewide Windows & Doors has seen a significant improvement in communication and collaboration among team members. They have also been able to respond to customer needs more quickly and provide real-time visibility into customer needs, which has resulted in higher customer satisfaction and increased business growth.

The solution has allowed team members to communicate and collaborate from anywhere, which has been especially important during the pandemic when many employees were working remotely. The ability to easily access and share files has also improved productivity, as team members no longer have to spend time searching for files or wait for others to send them.

Overall, the UCaaS solution has been an essential tool for Statewide Windows & Doors, enabling them to overcome the communication challenges they faced and improve their business operations. By providing an integrated communication and collaboration platform, the solution has helped them to achieve their goals of cost efficiency, code compliance, and building the most attractive, safe, and cost-effective projects.

Integrate multiple communication channels into a streamlined process

Improved productivity

Better remote collaboration

Faster response to customer needs

BENEFITS TO CONSTRUCTION COMPANIES FOR USING PANTERRA NETWORKS

1

Streamlined communication channels

With PanTerra, construction companies can consolidate all communication channels into one platform, such as voice, video, chat, and file sharing. This leads to increased productivity, as employees can quickly and easily communicate and collaborate with each other, customers, and partners.

2

Improved collaboration

With remote work becoming more common in the construction industry, it's crucial to have a platform that allows for easy and effective collaboration. PanTerra provides a centralized hub for team members to collaborate on projects, share files, and communicate in real-time, no matter where they're located.

3

Enhanced customer service

One of the key benefits of the PanTerra UCaaS platform is the ability to quickly respond to customer needs. By having all communication channels in one platform, construction companies can respond to customers in a timely and efficient manner, improving customer satisfac-

4

Integration with existing tools

PanTerra's platform integrates with many existing tools that construction companies already use, such as CRMs, project management tools, and more. This means that companies can easily integrate PanTerra into their existing workflows without disrupting their current processes.

5

Cost savings

By switching to a cloud-based UCaaS solution like PanTerra, construction companies can save money on expensive hardware and software upgrades. They also benefit from a more predictable cost structure, with a monthly subscription fee instead of large capital expenses. Additionally, cloud-based solutions like PanTerra reduce the need for on-site IT staff, further lowering costs.

SUPPORT AND FUTURE PLANNED USES

PanTerra Networks offers 24/7 customer support to ensure that customers receive the help they need, when they need it. Statewide Windows & Doors can take advantage of this support to quickly address any issues that arise and receive prompt assistance. With PanTerra's expert technical support team, Statewide Windows & Doors can be assured that their communication and collaboration tools will run smoothly.

Statewide Windows & Doors can also take advantage of future planned uses of the PanTerra UCaaS platform. For example, PanTerra is currently working on adding an artificial intelligence (AI) virtual assistant to their platform, which can assist users with tasks such as scheduling and project management. Additionally, the platform is also exploring the use of augmented reality (AR) and virtual reality (VR) for remote collaboration and training purposes. Statewide Windows & Doors can stay ahead of the curve by leveraging these new features as they become available, allowing them to improve their communication and collaboration capabilities even further.

USE CASES FOR UCAAS PLATFORMS

1. Collaborating on projects remotely

With the ability to easily communicate through voice, video, chat, and file exchange, construction teams can collaborate more effectively even when working remotely. For example, architects and engineers can easily share design plans with contractors and subcontractors, and all parties can stay in communication throughout the project to ensure it is completed efficiently and on-time.

2. Streamlining communication channels

With all communication channels integrated into one platform, construction companies can avoid confusion and improve productivity. For example, a customer might contact Statewide Windows & Doors with a question about a project. Using the PanTerra UCaaS platform, customer service representatives can quickly access project details and communicate with the appropriate team members to provide a fast and accurate response.

3. Providing better customer service

With a more efficient and streamlined communication process, construction companies can better serve their customers. For example, if a customer needs to make a change to a project, the team can respond quickly and provide updated project plans in real-time. This level of responsiveness can help construction companies stand out from their competitors and improve customer satisfaction.

4. Enhancing project management

The PanTerra UCaaS platform can help construction companies keep track of projects and tasks more effectively. For example, team members can set up alerts and notifications for when tasks are completed, which can help keep projects on track and avoid delays. Additionally, team members can easily share files and notes related to specific tasks or projects, which can help ensure everyone is on the same page and working towards the same goals.

WHY STATEWIDE WINDOWS & DOORS CHOSE TO USE PANTERRA

Statewide Windows & Doors chose to use PanTerra for several reasons. Firstly, they were facing a number of communication and collaboration challenges, including multiple communication channels that were not integrated, difficulties in remote collaboration, and difficulty in quickly responding to customer needs. PanTerra offered a unified communication and collaboration platform that addressed all of these challenges and provided a single, easy-to-use solution for all of their communication needs.

In addition, Statewide Windows & Doors valued PanTerra's ease of use and flexibility. With a cloud-based solution, the platform was easy to set up and did not require any complex hardware or software installations. This allowed Statewide Windows & Doors to quickly get up and running, without the need for a dedicated IT staff or extensive training. The platform was also highly scalable, allowing Statewide Windows & Doors to easily add new users and features as their business grew.

Another key factor in Statewide Windows & Doors' decision to use PanTerra was the company's commitment to customer support. PanTerra offered extensive support and training resources, as well as a dedicated support team that was always available to assist with any issues or questions. This gave Statewide Windows & Doors the confidence to adopt the new platform, knowing that they would have the support they needed to ensure a successful transition and ongoing use.

IN THE CUSTOMER'S WORDS

Return on Investment

- Great return on investment
- Decreased recurring expenses
- More functionality
- Improved reporting
- Pretty reliable

The review from Samer Samaan, owner of Statewide Windows & Doors, speaks highly of the PanTerra UCaaS platform. Samer mentions that they compared 8x8 Contact Center as an alternative before ultimately choosing PanTerra. He goes on to explain that the benefits of PanTerra were clear, especially the ease of use, the ability to work remotely, and the excellent customer support.

In Samer's words, "PanTerra has been an excellent choice for our company. We've been using it for several years now, and it has made a significant difference in how we communicate and collaborate." He also mentions that the platform is very user-friendly, which is important for his team, and the flexibility to work remotely is a huge benefit.

Regarding the competitors, Samer mentions that they considered 8x8 Contact Center, but they ultimately chose PanTerra for the ease of use and excellent customer support. According to Samer, "We evaluated a few different options, including 8x8 Contact Center, but ultimately chose PanTerra because of the ease of use and the excellent customer support."

Overall, Samer is highly satisfied with PanTerra and recommends it to other businesses, saying, "I would definitely recommend PanTerra to other businesses looking for a reliable, easy-to-use UCaaS platform with excellent customer support."

> "Panterra has been a game-changer for our company".

Samer Samaan
Marketing Director
Statewide Windows & Doors

Pros

| Support | Robust Features | Timely Setup | Call Reporting |

Read the full review »

CONCLUSION

Statewide Windows & Doors faced various communication challenges that hindered their productivity and customer satisfaction. However, with the implementation of the PanTerra UCaaS platform, they were able to address these challenges and improve their overall communication and collaboration processes. The platform's features, including voice, chat, video conferencing, and file sharing, have allowed the company to streamline their communication channels and better respond to customer needs. The benefits of using PanTerra, including improved efficiency, enhanced collaboration, and cost savings, have made it an ideal solution for Statewide Windows & Doors.

The bottom-line impact of implementing PanTerra is clear: it has helped Statewide Windows & Doors to improve their communication and collaboration processes, resulting in increased productivity and better customer satisfaction. The platform's user-friendly interface and customizable features have also made it easy for employees to use and adapt to. Moreover, the cost savings associated with implementing a cloud-based UCaaS platform like PanTerra are significant, as it eliminates the need for costly on-premise hardware and software solutions. As Statewide Windows & Doors continues to grow, the PanTerra UCaaS platform will play a vital role in ensuring that they can efficiently communicate and collaborate with their customers and team members.

See It For Yourself

Book a Demo

panterranetworks.com