



## CASE STUDY

# WHY TAMPA TRUCK DRIVING SCHOOL SWITCHED TO PANTERRA NETWORKS AND NEVER LOOKED BACK



Client :  
Tampa Truck Driving School

Industry:  
Transportation

# SUMMARY

Tampa Truck Driving School is a training facility that specializes in helping students achieve their Commercial Driver's License (CDL) in Florida. They stand out from other truck driving schools by financing their students directly, instead of outsourcing to finance companies, which reduces costs for their students. They also offer a 100% job placement ratio by pre-screening their students to ensure their ability to obtain employment in the trucking industry. With a 3-week training program, practical training, and new classes starting every Monday, Tampa Truck Driving School provides real-world experience for their students to become safer, more professional commercial drivers.

After reviewing several providers, Tampa Truck Driving School chose PanTerra due to its superior features and reliable service. The platform's integration with Salesforce and other business applications was a key factor, as was its easy-to-use interface and strong customer service. With PanTerra, Tampa Truck Driving Schools has been able to streamline its communications and collaboration processes, leading to increased productivity and improved customer satisfaction.



## PanTerra's Unified Solution included

Easy-to-use Interface



Streamline Communications and Collaboration Processes



Strong Customer Service



Platform's Integration with Business Applications



# THE CHALLENGE

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## Inefficient communication channels

Transportation companies often have multiple departments and stakeholders involved in various processes, from dispatch to delivery. This can result in 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. In the transportation industry, where drivers and dispatchers are often in different locations, remote collaboration can be especially challenging.



## Inability to quickly respond to customer needs

In the transportation industry, responding quickly to customer needs is crucial. However, it can be difficult to do so due to ineffective communication channels or a lack of visibility into customer needs.



## Lack of integration between different communication tools

Transportation companies may use multiple communication tools such as email, phone, and messaging apps. However, if these tools do not integrate, it can lead to confusion and decreased productivity.



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

Transportation companies may struggle 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 smaller companies with limited resources.

# IMPLEMENTATION

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The implementation of a Unified Communications as a Service (UCaaS) solution can help transportation companies like Tampa Truck Driving School overcome the challenges they face in managing their communication and collaboration needs. By using a cloud-based UCaaS platform, transportation companies can integrate their multiple communication channels into one central hub, providing a more efficient and streamlined communication process. This can reduce confusion and improve productivity, allowing employees to better collaborate and coordinate their work.

In addition, UCaaS solutions can provide the flexibility needed to support remote work environments, which have become increasingly important in recent years. By leveraging features such as voice, text, chat, and file exchange, UCaaS platforms can enable remote teams to communicate and collaborate as if they were working together in the same physical location. This can help transportation companies to maintain productivity and ensure that deadlines are met, even when employees are working from different locations.



# USE CASES

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**1**  
Integrate multiple communication channels into a streamlined process

Tampa Truck Driving School faced challenges in managing communication between their employees and customers, and in responding quickly to customer needs due to ineffective communication channels. After evaluating multiple UCaaS solutions, they selected a cloud-based UCaaS platform from PanTerra Networks. The platform provided voice, text, chat, and file exchange capabilities, which helped the school to integrate their multiple communication channels into a single, streamlined process. This enabled employees to collaborate more efficiently, improving productivity and reducing confusion.



**2**  
Improved productivity

In addition, the UCaaS solution provided the flexibility needed to support remote work environments. With voice, text, chat, and file exchange capabilities, employees could easily communicate and collaborate as if they were working together in the same physical location. This helped to maintain productivity and ensure that deadlines were met, even when employees were working from different locations.



**3**  
Better remote collaboration

By implementing a UCaaS solution, Tampa Truck Driving School was able to overcome their communication challenges and provide a more efficient and effective communication and collaboration process for their employees and customers. This enabled them to improve productivity, reduce confusion, and respond more quickly to customer needs.



**4**  
Faster response to customer needs



# BENEFITS TO TRANSPORTATION COMPANIES FOR USING PANTERRA NETWORKS



## Streamlined Communication

By consolidating all communication channels into one platform, businesses can improve their communication processes and reduce inefficiencies. With PanTerra, transportation companies like Tampa Truck Driving School can easily manage voice, text, chat, and file exchange through one integrated platform, leading to more efficient and effective communication with their employees and customers.



## Improved Collaboration

PanTerra's platform offers a variety of collaboration tools, such as screen sharing and video conferencing, that can help transportation companies collaborate more effectively with remote employees, other businesses, and customers. This can lead to increased productivity and improved business relationships.



## Better Customer Service

With PanTerra's unified communication platform, transportation companies can respond to customer inquiries and issues more quickly and efficiently. This can lead to improved customer satisfaction and loyalty.



## Reduced Costs

Traditional on-premise communication systems can be costly and require ongoing maintenance and upgrades. With a cloud-based UCaaS platform like PanTerra, transportation companies can eliminate the need for expensive hardware and software installations and instead pay a predictable monthly subscription fee. This can result in significant cost savings over time.



## Enhanced Security and Compliance

PanTerra's platform includes advanced security features such as data encryption, multi-factor authentication, and regular system updates to help keep business communications secure and compliant with industry standards and regulations. This can give transportation companies peace of mind knowing that their communications are protected and secure.



## Support

PanTerra Networks offers 24/7 support for its customers, ensuring that any issues or questions can be addressed promptly. Tampa Truck Driving School can take advantage of this support to quickly resolve any technical issues or to receive guidance on how to maximize the benefits of the UCaaS platform.

In addition to 24/7 support, PanTerra Networks also provides a comprehensive knowledge base, which includes user guides, tutorials, and FAQs. This knowledge base can be accessed by Tampa Truck Driving School at any time, allowing them to quickly find solutions to common issues and questions.

# FUTURE PLANNED USES

PanTerra Networks is continually updating and improving its UCaaS platform, adding new features and capabilities to help businesses like Tampa Truck Driving School improve communication and collaboration. Some of the planned future uses of PanTerra Networks for Transportation businesses include:



## Integration with Transportation Management Systems (TMS)

PanTerra Networks plans to integrate its UCaaS platform with popular TMS software, providing businesses like Tampa Truck Driving School with a complete solution for managing their transportation operations.



## Enhanced Collaboration Tools

PanTerra Networks plans to add new collaboration tools, such as virtual whiteboards and project management software, to its UCaaS platform. These tools will help businesses like Tampa Truck Driving School improve collaboration between team members, regardless of their location.



## Advanced Analytics

PanTerra Networks plans to add advanced analytics capabilities to its UCaaS platform, providing businesses like Tampa Truck Driving School with insights into their communication and collaboration processes. This will help them identify areas for improvement and optimize their operations.

By taking advantage of these planned future uses, Tampa Truck Driving School can continue to improve its communication and collaboration processes, stay ahead of the competition, and provide its students with the best possible training and job placement assistance.

# USE CASES FOR UCAAS PLATFORMS

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## 1. Streamlining Communication

With PanTerra's all-in-one UCaaS platform, transportation companies can streamline their communication channels by consolidating voice, text, chat, and file exchange into a single platform. This can help reduce confusion and improve productivity by making it easier for employees to communicate with each other and customers.

## 2. Improved collaboration

PanTerra's cloud-based UCaaS platform enables remote collaboration, which is especially important for transportation companies that have employees working in different locations or remotely. With PanTerra's collaboration tools, teams can work together more efficiently and effectively, leading to improved productivity and better outcomes.

## 3. Faster response times

Transportation companies need to be able to quickly respond to customer needs, whether it's providing updates on shipments or addressing issues with deliveries. PanTerra's UCaaS platform can help companies respond more quickly by providing real-time communication tools that enable employees to quickly connect with each other and customers.

## 4. Simplified IT management

By moving to a cloud-based UCaaS platform like PanTerra, transportation companies can simplify their IT management and reduce the costs and complexity associated with maintaining on-premise hardware and software solutions. This can free up IT resources to focus on other critical business needs, while also ensuring that the communication and collaboration tools are always up-to-date and secure.



# WHY TAMPA TRUCK DRIVING SCHOOLS CHOSE TO USE PANTERRA

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Tampa Truck Driving School chose to use PanTerra for a number of reasons. Firstly, they were facing challenges with managing communication between their employees and customers, with multiple communication channels that were not integrated. PanTerra's UCaaS platform allowed them to unify all of their communication channels onto a single platform, making it easier for their employees to collaborate and communicate with each other and with customers.

Secondly, with the growth of remote work and online learning, Tampa Truck Driving School needed a communication and collaboration solution that could support remote work and training. PanTerra's cloud-based platform made it easy for their employees and students to communicate and collaborate from anywhere, without the need for costly on-premise hardware and software.

Finally, Tampa Truck Driving School valued PanTerra's commitment to customer support and service. PanTerra provided them with 24/7 technical support and a dedicated account manager, ensuring that any issues or concerns they had were promptly addressed. Additionally, they appreciated PanTerra's commitment to continuous improvement, with regular updates and new features being added to the platform.



# IN THE CUSTOMER'S WORDS

In his review, Josh Douglas expressed his satisfaction with PanTerra's UCaaS platform, stating that it has been "an excellent solution" for Tampa Truck Driving Schools. He compared PanTerra to Vonage, stating that "PanTerra was a better fit for our needs" due to its "ease of use, value, and excellent customer support."

Douglas specifically praised PanTerra's customer support, stating that they "respond quickly and are always friendly and helpful." He also noted that the platform is "very easy to use" and that it has "everything we need to communicate with our team and clients."

In comparison to other options, Douglas stated that "we looked at other solutions and found PanTerra to be the best fit for our needs and budget." He cited the platform's "excellent features" and "reasonable pricing" as key factors in the decision to choose PanTerra.

Overall, Douglas's review highlights PanTerra's user-friendliness, excellent customer support, and competitive pricing as key reasons why Tampa Truck Driving Schools chose to use their UCaaS platform

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**Best Phones  
EVER!** ”

**Josh Douglas**  
Finance Manager  
Tampa Truck Driving Schools

## Pros



Availability when  
you need them



Holly in onboarding -  
wouldn't have succeeded  
without her.



The phone system  
is very stable

## Return on Investment



Expense down



Properly billed  
between business



Stability and quick  
changes in the admin



Read the full review >>

# CONCLUSION

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Tampa Truck Driving School's decision to implement PanTerra's unified communications platform has proven to be a wise choice. By addressing the challenges faced by the transportation industry, PanTerra has provided the company with a reliable and efficient tool to communicate with customers, vendors, and team members. With PanTerra, Tampa Truck Driving School has improved their communication and collaboration capabilities, leading to increased productivity, reduced costs, and improved customer satisfaction.

The bottom line impact of implementing PanTerra has been significant for Tampa Truck Driving School. By streamlining communication processes, the company has been able to save valuable time and resources, allowing them to focus on their core business objectives. Additionally, the ability to collaborate remotely has increased the company's flexibility and allowed for better responsiveness to customer needs. As a result, Tampa Truck Driving School has been able to gain a competitive advantage in their industry and provide a better overall experience for their customers.

Overall, PanTerra has proven to be a reliable and innovative solution for transportation companies like Tampa Truck Driving School. With its comprehensive features, ease of use, and cost-effective pricing model, it's no surprise that Tampa Truck Driving Schools ultimately chose PanTerra over alternative solutions like Vonage. As technology continues to evolve, it will be exciting to see how PanTerra and other UCaaS providers will continue to shape the way businesses communicate and collaborate.



**See It For Yourself**

**Book a Demo**

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