



## CASE STUDY

# BREAKING DOWN BORDERS: THE WAY IMMIGRATION'S GLOBAL SUCCESS WITH PANTERRA NETWORKS



Client :  
The Way Immigration

Industry:  
Legal

# SUMMARY

The Way Immigration is a leading immigration consulting firm with offices across different countries. As a business that operates across different offices and countries, The Way Immigration faced communication challenges that needed a solution. To keep their team connected, they evaluated multiple UCaaS solutions and ultimately selected PanTerra Networks. With PanTerra, The Way Immigration was able to efficiently streamline communications between their international offices. The telephone services always worked, and the voice mail to email feature proved to be convenient. Conference calls were also made possible, making it easier to collaborate with team members across different locations. The excellent customer support provided by PanTerra Networks was also noted. Overall, The Way Immigration was able to create a cohesive team environment across multiple international offices, thanks to PanTerra Streams.



## PanTerra's Unified Solution included

Phone Systems



Transfer Calls



Emergency Calls



Easy Set Up / Ease Of Use



# THE CHALLENGE

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## Complex communication requirements

As a business that operates across different offices and countries, Legal Services like The Way Immigration require a communication system that can handle their complex communication needs. They need a system that can efficiently connect their teams across different locations and provide them with the tools to collaborate effectively.



### Compliance with legal regulations

Legal Services like The Way Immigration need to comply with various legal regulations related to the handling of confidential information, which can pose a challenge for communication and collaboration



### Inefficient communication channels

Inefficient communication channels can lead to confusion and decreased productivity. Multiple communication channels that are not integrated can hinder effective communication between team members.



### 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

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The Way Immigration faced several communication challenges, including a lack of integrated communication channels and difficulty collaborating remotely across their international offices. They needed a solution that would streamline their communication processes and provide a more efficient way to respond to customer needs. After evaluating several UCaaS providers, The Way Immigration chose to implement PanTerra Streams, a cloud-based UCaaS platform, due to its advanced communication features and ability to integrate with other tools.

The implementation of PanTerra Streams went smoothly for The Way Immigration, with no significant issues to report. The platform was easy to set up, and their team quickly adapted to its intuitive interface. They appreciated the convenience of features such as voice mail to email and conference calling, which made it easier to communicate with clients and collaborate with team members across different locations. Additionally, they found the customer support from PanTerra to be excellent, with quick response times and helpful assistance whenever they needed it.



# USE CASES

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The Way Immigration uses PanTerra Streams to keep their team connected across different international offices and countries. The platform provides a central point of contact for clients, allowing them to reach anyone on the team, no matter their location. With PanTerra Streams, The Way Immigration has been able to create a cohesive team environment that promotes collaboration and productivity.

One of the most significant benefits of using PanTerra Streams for The Way Immigration has been the ability to stay connected with clients and respond quickly to their needs. The telephone services always work, and the voice mail to email feature is particularly convenient for busy team members who need to stay on top of their messages. Conference calling has also been a useful tool for collaborating with team members in different locations.

The Way Immigration has found that PanTerra Streams delivers good value for the price, with a feature set that meets their needs and lives up to the promises made during the sales and marketing process. They would definitely buy PanTerra Streams again and recommend it to other companies with multiple offices, team members working remotely, or operations in different countries. Overall, The Way Immigration has been extremely satisfied with their experience using PanTerra Streams and the positive impact it has had on their business.



Integrate multiple communication channels into a streamlined process



Improved productivity



Better remote collaboration



Faster response to customer needs



# BENEFITS TO LAW FIRMS FOR USING PANTERRA NETWORKS

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## Streamlined Communication

PanTerra UCaaS platform provides a centralized communication system that integrates voice, messaging, video conferencing, and file sharing. With all the communication tools integrated into one platform, employees can communicate more efficiently and collaborate in real-time, eliminating the need to switch between different communication channels. This streamlined communication approach can increase productivity and reduce the risk of miscommunication.



## Enhanced Customer Experience

With PanTerra, clients have one central point of contact and can reach anyone on the team, no matter their location. The platform also provides features such as voicemail to email, conference calls, and real-time chat, which can enhance the customer experience by improving communication and providing quick access to necessary information.



## Increased Mobility

PanTerra UCaaS platform can be accessed from any location and any device, making it easier for remote employees to stay connected with their team and clients. This increased mobility can improve productivity, flexibility, and work-life balance for employees.



## Cost Savings

PanTerra's cloud-based platform eliminates the need for expensive on-premise hardware and software, resulting in significant cost savings for businesses. Additionally, businesses can choose the specific features they need, resulting in a more personalized and cost-effective solution.



## Improved Security

With PanTerra's UCaaS platform, all communication and collaboration activities are conducted in a secure and encrypted environment. This helps to protect sensitive information and ensure compliance with regulatory requirements.



## Easy to Implement and Use

The implementation process of PanTerra's UCaaS platform is seamless and user-friendly, and the platform is easy to use. This reduces the need for extensive training and IT support, resulting in a smoother and more efficient adoption process.

# SUPPORT AND FUTURE PLANNED USES

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In the review provided by The Way Immigration, they rated PanTerra's support as a 10, stating that support is always available and there are no long wait times. This highlights the importance of having reliable support when using any UCaaS platform, especially for businesses in the legal services industry where timely communication can be critical. PanTerra's excellent support can help businesses like The Way Immigration to quickly resolve any issues that may arise, allowing them to focus on their core business operations and providing exceptional service to their clients.

The review also indicated that The Way Immigration mainly uses the telephone features of PanTerra Streams, but there is potential for them to leverage other features in the future. As they continue to expand their operations, they may benefit from PanTerra's collaboration tools such as video conferencing and team chat, which can help improve communication and collaboration among their team members, regardless of their location. In addition, PanTerra's integration with other software tools such as Zoom and Clio can help streamline workflows and increase productivity. As The Way Immigration continues to grow and evolve, they can rely on PanTerra to provide the necessary tools to support their communication and collaboration needs.



# USE CASES FOR UCAAS PLATFORMS

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## 1. Remote collaboration

Many legal services firms have employees working remotely or in different offices, and communication can be a challenge. PanTerra's UCaaS platform enables remote teams to collaborate more effectively through features like video conferencing, messaging, and file sharing.

## 2. Centralized communication

The Way Immigration noted that PanTerra's platform helped them streamline their communication channels. Other legal services firms can benefit from having one centralized point of contact for their clients and staff, regardless of location. This can lead to improved communication and increased productivity.

## 3. Improved customer service

Legal services firms rely on strong customer service to maintain client relationships and attract new business. With PanTerra's UCaaS platform, firms can respond quickly to customer needs and provide real-time updates, resulting in improved customer satisfaction.

## 4. Cost savings

Legal services firms often struggle with the high costs associated with traditional on-premise hardware and software solutions. By using a cloud-based UCaaS platform like PanTerra, firms can reduce their IT costs and eliminate the need for expensive hardware and maintenance. This can lead to significant cost savings over time.



# WHY THE WAY IMMIGRATION CHOSE TO USE PANTERRA

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The Way Immigration chose to use PanTerra for several reasons. First and foremost, the company needed a reliable and efficient communication system that could connect their team members across multiple international offices. PanTerra's platform provided the company with a centralized communication system that streamlined their communication channels and kept their team members connected no matter where they were located.

Another reason why The Way Immigration chose to use PanTerra was because of the platform's excellent telephone services. The company's team members rely heavily on telephone communication to connect with clients and other team members, and PanTerra's phone system has consistently provided them with reliable and clear communication. Additionally, the ability to receive voicemails as emails has been a convenient feature for team members who are frequently on the go.

The company also appreciated PanTerra's excellent customer support, which has been available whenever they needed it with no long wait times. The Way Immigration values honesty and accountability, and PanTerra's customer support team has consistently provided them with clear and precise information about their communication system, including cost, timeframe, and process.



# IN THE CUSTOMER'S WORDS

## Return on Investment

- Creating a cohesive team environment across multiple international offices

Fran Wipf, President of The Way Immigration, expressed satisfaction with the implementation of PanTerra's UCaaS platform. She gave the implementation a rating of 10, stating that it was so long ago that she doesn't remember it but it must have been fine. Wipf highlighted the benefit of PanTerra in streamlining communication between international offices and keeping the team connected no matter their location.

Wipf specifically mentioned the telephone services, voice mail to email, conference calls, and excellent customer support as some of the pros of using PanTerra. She stated that the platform has helped create a cohesive team environment across multiple international offices, resulting in a good return on investment.

She recommended the platform to companies with multiple offices, team members working remotely, and operations in different countries. In her own words, "I love it. It makes my life easy."



"Streams efficiently streamlines communications between our international offices".

**Fran Wipf**  
President  
The Way Immigration



## Pros



Telephone  
Services  
Always Work



Voice Mail  
To Email Is  
Convenient



Conference  
Calls



Customer  
Support  
Is Excellent



Read the full review >>

# CONCLUSION

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The Way Immigration has experienced significant benefits from using PanTerra's UCaaS platform. By consolidating communication channels and enabling remote collaboration, the platform has helped the company improve productivity, responsiveness to customer needs, and overall communication within the organization. Additionally, PanTerra's excellent customer support and convenient voice mail to email feature have further enhanced the user experience.

The bottom line impact of implementing PanTerra's UCaaS platform is clear: The Way Immigration has been able to create a cohesive team environment across multiple international offices, leading to increased efficiency and better client service. The platform has also helped the company save on costs associated with traditional on-premise communication and collaboration solutions.

Overall, The Way Immigration highly recommends PanTerra's UCaaS platform to any other legal service companies with multiple offices or remote team members seeking to improve their communication and collaboration capabilities.



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