CASE STUDY

DRIVING SUCCESS: HOW PANTERRA NETWORKS REVAMPED WESTWIND LIMOUSINE'S COMMUNICATION SYSTEM

Client :
Westwind Limousine

Industry:
Transportation

SUMMARY

Westwind Limousine Service, the #1 premier limousine and executive limo bus company in Dayton, has been proudly serving the area for over 25 years. Operating with a team of 51-200 employees, they cater to a diverse clientele, from VIPs attending special events to corporate customers seeking a reliable and stylish transportation solution. With their business model centered around providing top-notch customer service, communication plays a pivotal role in their daily operations.

The company faced significant challenges with their previous phone service provider. Frequent downtime, unclear calls, and the inability to effectively manage the hundreds of calls they received daily were impacting their bottom line and their reputation. The need for a reliable, feature-rich, and cost-effective unified communication solution was pressing.

After evaluating various UCaaS options, Westwind Limousine turned to PanTerra Networks. The seamless implementation of PanTerra's all-in-one cloud phone system, complete with a mobile app, drastically enhanced their communication capabilities. This partnership not only resolved their previous issues but also enabled them to run their business more efficiently, both in their offices and on the go. The reliable, clear, and uninterrupted service from PanTerra Networks has proven invaluable to Westwind Limousine, significantly improving their workflow and customer service delivery.

PANTERRA'S UNIFIED SOLUTION INCLUDED:

All-in-One Cloud Phone System

Reliable Service

Cost-Effective Solution

Improved Customer Service

CUSTOMER-SPECIFIC CHALLENGES

Frequent Phone Service Downtime
Westwind Limousine was dealing with daily disruptions due to their previous phone service provider. Their phones were down every day, leading to lost calls and, consequently, a loss in potential revenue.

Inefficient Mobile Operations
The nature of Westwind's business requires efficient mobile operations. The lack of a reliable mobile app with their previous provider was hampering their ability to manage their business seamlessly on the go.

High Communication Expenses
Westwind Limousine was grappling with high costs associated with their phone services. Finding a solution that would not only address their communication issues but also remain cost-effective was a significant challenge.

Poor Call Quality
Clear communication is essential in their line of work. Their previous provider was unable to guarantee clear call quality, impacting their customer service delivery

INDUSTRY-SPECIFIC CHALLENGES

Inefficient Communication Channels

In the transportation industry, the integration of communication channels is crucial for efficient operation. Unintegrated channels can lead to confusion, decreased productivity, and missed opportunities for customer engagement.

Solution: PanTerra's unified communications solution integrates various modes of communication, including calling, multimedia team messaging, video conferencing, faxing, texting, and file sharing, into a single platform for seamless collaboration and productivity.

Difficulty in Remote Collaboration

With drivers and staff constantly on the move, effective remote collaboration is a must. The inability to communicate and collaborate efficiently can lead to decreased productivity and customer satisfaction.

Solution: PanTerra's mobile app allows teams to stay connected and collaborate effectively from anywhere, ensuring seamless operations and superior customer service.

Inability to Quickly Respond to Customer Needs

Fast response times are critical in the transportation industry. Inefficient communication channels can hinder the ability to promptly address customer needs, impacting customer satisfaction and retention.

Solution: PanTerra's reliable and always-on cloud-based phone system ensures quick and efficient customer responses, significantly improving customer service.

Costly and Complex On-Premise Hardware and Software Solutions

The high costs and complexity of maintaining on-premise communication solutions can be burdensome for transportation companies.

Solution: PanTerra offers a cloud-based UCaaS solution that eliminates the need for costly and complex on-premise systems, reducing maintenance costs and simplifying operations.

## Lack of Integration Between Communication Tools

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

Solution: PanTerra's all-in-one solution provides seamless integration of various communication tools, enhancing operational efficiency and customer service delivery.

IMPLEMENTATION AND USE CASE

When Westwind Limousine adopted PanTerra Networks' cloud-based phone system, the implementation was flawless. The switch from their previous provider, plagued with daily downtimes, was seamless, marking the beginning of a new era of uninterrupted phone service. The professional support team from PanTerra Networks was integral to this smooth transition, walking Westwind Limousine through the installation process step by step.

Westwind Limousine leverages PanTerra Networks' UCaaS solution for all of their office phone needs. The platform's reliability and clear call quality have effectively eliminated their previous issues, resulting in zero downtime and significant cost savings. Moreover, the mobile app has empowered Westwind Limousine to run their business on the go, enabling them to manage hundreds of daily calls seamlessly from any location. This has tremendously improved their workflow and communication, ensuring a smooth operation and enhanced customer satisfaction.
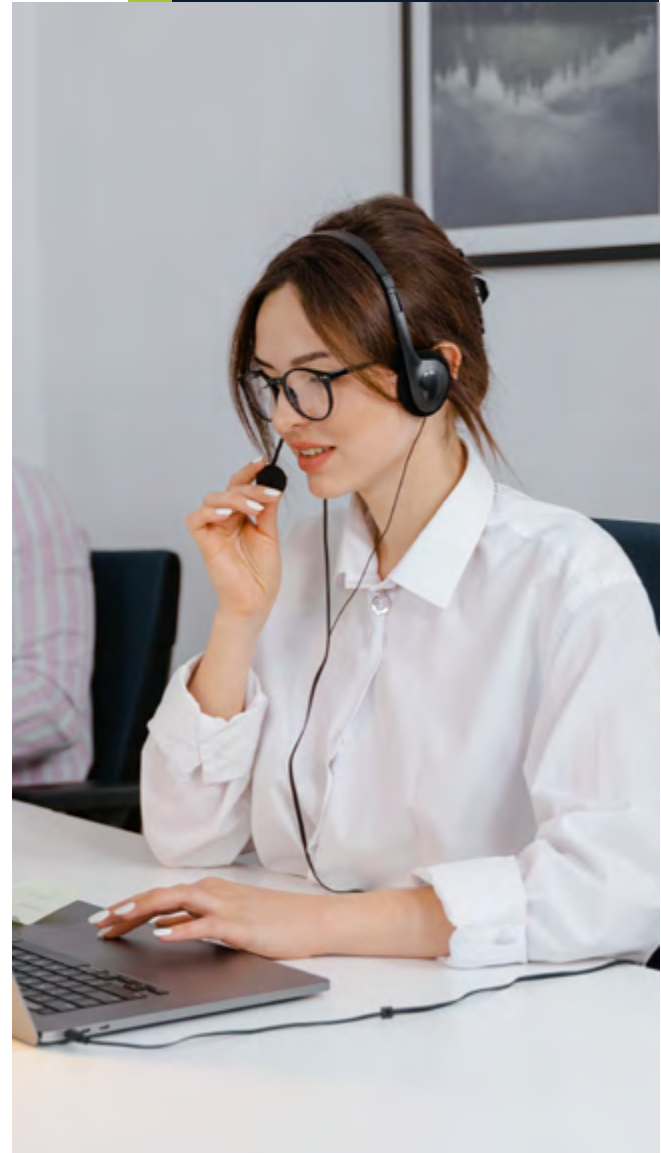
BENEFITS TO TRANSPORTATION COMPANIES FOR USING PANTERRA NETWORKS

The transportation industry can greatly benefit from implementing PanTerra Networks' all-in-one cloud-based phone system. The UCaaS platform can address many of the industry's unique challenges, including the need for efficient communication channels, remote collaboration, quick response to customer needs, and cost-effective solutions.

PanTerra Networks' integrated platform not only simplifies the management of multiple communication channels but also ensures their seamless operation. This leads to improved productivity and customer engagement. Additionally, the platform's mobile capabilities enable effective remote collaboration, ensuring that teams can stay connected and operate efficiently, regardless of their location. The high reliability of the platform guarantees quick and efficient response to customer needs, which is crucial in the transportation industry. Lastly, the cloud-based solution provides a cost-effective alternative to costly and complex on-premise systems, reducing maintenance costs, and simplifying operations.

ADDITIONAL BENEFITS

1 Integrated Communication

PanTerra Networks provides an all-in-one solution for various communication needs, including calling, multi-media team messaging, video conferencing, faxing, texting, and file sharing. This integration can streamline operations and improve productivity for transportation organizations.

2 Secure and Compliant Solution

PanTerra Networks is fully compliant with rigorous data protection requirements, providing transportation organizations with a secure unified cloud service.

3 Collaboration and Remote Work

The UCaaS solution from PanTerra Networks enhances remote collaboration capabilities, a critical aspect for transportation companies with dispersed teams or those adopting remote work policies.

4 Scalability

As transportation organizations grow, PanTerra Networks can easily scale to accommodate increasing demand, ensuring consistent, reliable service.

5 Business Continuity

With its 99.999% reliability and real-time monitoring, PanTerra Networks helps maintain business continuity, a critical aspect for transportation organizations that operate round-the-clock.

BENEFITS TO WESTWIND LIMOUSINE FOR USING PANTERRA

Improved Reliability

With PanTerra Networks, Westwind Limousine experienced a dramatic shift from daily phone downtimes to zero issues. This increased reliability has been instrumental in maintaining seamless operations.

Enhanced Mobility

The PanTerra mobile app enables Westwind Limousine to manage their business on the go, ensuring seamless operations regardless of location.

Cost Savings

By eliminating downtimes and enhancing call quality, PanTerra Networks has significantly reduced Westwind Limousine's phone expenses.

Exceptional Support

Westwind Limousine praises PanTerra's support, which guided them through the installation process and continues to be available 24/7, proving their commitment to customer satisfaction.

Clear Calls

PanTerra Networks' high-quality service ensures that all calls are crystal clear, providing a professional and pleasant experience for Westwind Limousine's customers.
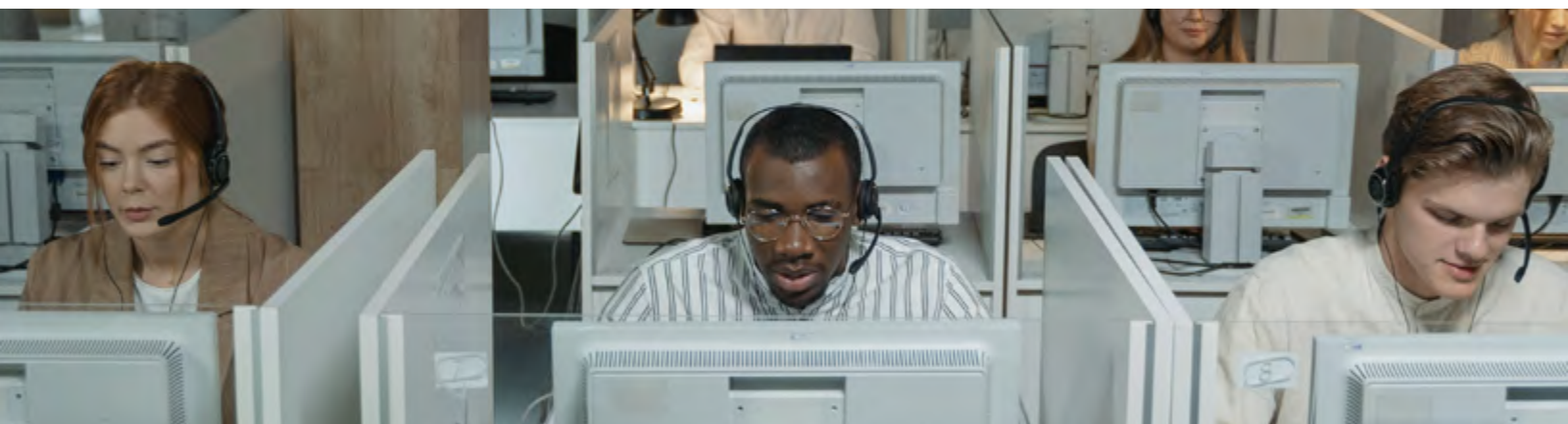
SUPPORT AND FUTURE PLANNED USES BY WESTWIND LIMOUSINE

Westwind Limousine's experience with PanTerra Networks' support has been exemplary. From the initial installation, where the support team walked them through each step, to the ongoing assistance available 24/7, the support experience has been a significant factor in their satisfaction. The ease of installation, in particular, was so straightforward that they expressed confidence that anyone could handle it. This level of dedicated support is crucial for the future as Westwind Limousine continues to expand its operations and further integrates PanTerra's solutions into their workflow.

In terms of future use, while not explicitly stated in the review, the satisfaction with the current implementation suggests that Westwind Limousine will continue to find ways to take full advantage of PanTerra Networks' features. Whether this involves further integrating their mobile app for on-the-go management or leveraging the platform's various communication channels to enhance team collaboration remains to be seen.

POTENTIAL FUTURE USES
FOR TRANSPORTATION INDUSTRY

Looking beyond Westwind Limousine's plans, other transportation organizations could potentially benefit from PanTerra Networks in several ways. Firstly, the seamless integration of communication channels can be further leveraged to enhance coordination among dispersed teams. For instance, drivers on the road could easily stay connected with dispatch and management using PanTerra's mobile app, improving route efficiency and response times.

Secondly, companies could exploit PanTerra's secure cloud storage and file sharing capabilities to streamline documentation processes. In the transportation industry, where tracking consignments, managing itineraries, and maintaining logs are daily tasks, a centralized, secure, and accessible repository for these files could dramatically enhance operational efficiency.

Finally, utilizing PanTerra's video conferencing and screen-sharing capabilities could facilitate remote training sessions, safety briefings, or team meetings. This could result in cost savings and increased flexibility for transportation businesses, enabling them to provide continual training and updates without the need for physical gatherings.

With these potential applications, PanTerra Networks could truly become a cornerstone of digital transformation within the transportation industry.

WHY WESTWIND LIMOUSINE SERVICE CHOSE TO USE PANTERRA

Westwind Limousine chose to use PanTerra Networks primarily because of its reliability and robust feature set, which directly addressed their unique operational challenges. They were experiencing frequent disruptions with their previous phone service provider, causing significant downtime and consequent loss of business. PanTerra Networks offered a solution that guaranteed a 99.999% reliability, which meant virtually no downtime, ensuring that Westwind Limousine could maintain consistent communication with their clients at all times.

One of the standout aspects that made PanTerra an attractive choice for Westwind Limousine was the extensive array of features offered. PanTerra's all-in-one unified communications platform included everything from calling and multi-media team messaging to video conferencing, screen sharing, faxing, and secure file sharing. These features provided Westwind Limousine with a comprehensive solution that could meet all of their communication needs, whether in the office or on-the-go, something their previous provider could not deliver.

Westwind Limousine also greatly appreciated the cost-effectiveness of PanTerra's offering. The transition to PanTerra resulted in decreased phone expenses, allowing Westwind Limousine to invest more in their core business operations. Moreover, PanTerra's proposal was customized to suit Westwind's specific business requirements and budget constraints, including equipment needs and programming, further enhancing its value proposition.

Finally, Westwind Limousine was impressed with PanTerra's commitment to excellent customer service. From the seamless implementation process to the readily available 24/7 support, PanTerra demonstrated a dedication to customer satisfaction that won the trust and confidence of Westwind Limousine. This level of service, along with the robust, reliable, and cost-effective solution offered, is why Westwind Limousine chose to use PanTerra Networks.

ALTERNATIVE PRODUCTS CONSIDERED

In the process of determining the best unified communications platform for their business, Westwind Limousine examined several options. Ring Central was a significant contender, presenting an alternative that Mike McKinney, the General Manager, took seriously into account. However, after a thorough evaluation, it became clear that PanTerra Networks stood out in terms of overall reliability, customer service, and technical robustness.

Despite Ring Central being a renowned player in the market, certain concerns were raised by users, which factored into Westwind Limousine's decision-making process. These issues were carefully weighed against the advantages offered by PanTerra Networks.

Ultimately, Westwind Limousine's decision to choose PanTerra Networks was driven by their needs and the confidence they gained from PanTerra's proven track record of delivering high-quality, reliable, and customer-focused UCaaS solutions.

IN THE CUSTOMER'S OWN WORDS

Mike McKinney, the General Manager of Westwind Limousine Service, shared an enthusiastic review of his experience with PanTerra Networks. He praised PanTerra as the "Best Phone Service at the Best Price!" and emphasized the significant improvements the company experienced after making the switch.

One of Mike's most emphatic statements about PanTerra was, "Since we switched to PanTerra we have had 0 issues." He highlighted the problems they faced with their previous provider, stating, "We were with another company and our phones were down everyday!" It was a clear contrast to their experience with PanTerra.

Mike also lauded the PanTerra Mobile app for its convenience and functionality, remarking, "The Mobile app makes the service even better as you can run your business seamlessly on the go!" This has allowed Westwind Limousine to maintain continuous communication and business operations, regardless of location.

When it came to considering alternatives, Mike mentioned that Westwind Limousine had looked into Ring Central. However, he ultimately stated, "They even beat out Ring Central." This testament was grounded in PanTerra's ability to offer a comprehensive solution that was perfectly tailored to meet Westwind's needs.

In his final words, Mike recommended PanTerra Networks to other businesses, proclaiming, "If you are not using PanTerra for your business phone needs then you should look into it." His review underlines the transformative impact PanTerra Networks' solutions had on Westwind Limousine, turning it from a company plagued by constant phone issues into one that operates with zero interruptions.

> "Best Phone Service at the Best Price!"

Mike McKinney
General Manager
Westwind Limousine Service

Pros

Customer Service

Technology

Price

Read the full review »

CONCLUSION

In conclusion, the implementation of PanTerra Networks' cloud-based UCaaS system has significantly enhanced Westwind Limousine's communication infrastructure, enabling the company to overcome its communication challenges and improve its overall operational efficiency. The company has experienced a dramatic decrease in phone-related expenses, eliminated downtime, and improved the clarity of all calls, thereby enhancing their customer service experience. Furthermore, the ability to operate seamlessly on the go, thanks to PanTerra's mobile app, has allowed Westwind Limousine to continue to deliver high-quality services without interruption.

The impact of PanTerra's solution extends beyond Westwind Limousine's internal operations. By ensuring clear, reliable communication with their clients, the company has enhanced its professional image, reinforcing its position as Dayton's premier limousine and executive limo bus company. As a result, Westwind Limousine has maintained its commitment to ensuring every client feels like a VIP, regardless of the size or nature of their event.

Bottom Line: By investing in PanTerra Networks' UCaaS solution, Westwind Limousine has not only resolved its communication challenges but also unlocked new avenues for growth and customer satisfaction. The company has managed to turn a critical business problem into a competitive advantage, demonstrating the power of a robust and efficient communication system. Westwind Limousine's experience provides a compelling case for other businesses in the transportation industry to consider the benefits of implementing a UCaaS solution like PanTerra Networks.

See It For Yourself

Book a Demo

panterranetworks.com