



TPW MGT CASE STUDY



HERE IS THE CHALLENGE



“ I would recommend VOXO. Their knowledge and quick support has been key to our growing business as well as making sure our calls are delivered to the right person at the right time.



TPW is a full service, HOA management company and required a more complicated call routing VoIP system than what the average VoIP company could provide. TPW needed a knowledgeable experienced VoIP company to setup and configure complicated call handling in a fast growing environment. The challenge is that most Hosted PBX companies have their own process and system that serves a specific purpose. Being agile with the ability to make routing changes at any given time was a must from the TPW IT department. TPW is also geographically dispersed around the East Coast so it was important to be able to manage all aspects of call routing from one location. Real Estate and Property Services is important to TPW customers so communicating with them was a priority.



AND THE SOLUTIONS

TPW found VOXO, and after taking a demo of the VOXO Platform decided that VOXO had the abilities and features needed to have full control of the VoIP system at all times. Some benefits to choosing VOXO resulted in the ability to configure conditional based routing (including time of day, Caller ID, Extension Status, and Variables). All of the specific needs such as custom Music on Hold, Paging/Intercom, and Ring Groups were fulfilled and TPW customers are more satisfied when calling knowing they are reaching the right person at the right time.



Far from Complex

“ We have been pleased with the flexibility in the VOXO platform and our IT department is comfortable making changes at any time.

Our customers rely on us to answer the phone at all times and that means having a VoIP solution that has great uptime. We've never had an outage and we hope it stays that way.



VoIP Services
Re-Imagined



ABOUT TPW MANAGEMENT



TPW is a family owned company that provides professional community and property management, vacation rentals, and real estate sales services. TPW's team of accredited managers and licensed realtors have a comprehensive understanding of the maintenance, management, and overall needs of all types of residential property. Condominiums, co-operatives, homeowner associations, town-houses, and resort vacation property are all included in properties served by TPW. The Company's philosophy is to use technology, extensive measures of accountability, and proven systems to provide the highest level of service to its loyal customer base. TPW is the premier vacation rental company and property management company in the Northeast. Offering vacation rental properties, real estate sales, and full-service management services, we are a family-owned business that has been delivering outstanding service for over 25 years.



“ We are interested in a long lasting business relationship with our Telephone Provider and we believe we have made the right choice by choosing VOXO.



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