



GRANDEVISTA

Grande Vistas Secures Holistic IT Solution at 38% Cost Savings for Veterinary Hospital

Provides an integrated, complete solution by offering hardware and cloud services through combined Intelisys and ScanSource portfolios

The Star2Star solution resulted in a savings of \$21,000 on a new phone system, and recurring maintenance costs of nearly \$3,000 per year—and the customer incurred no upfront costs.

In addition, the customer realized a cost savings of 38% on their monthly phone bill, and a complete telecom and hardware solution that exceeded expectations.

Grande Vistas, a Charlotte, NC-based telecom agent, successfully closed a complete IT solution sale by securing both hardware and cloud & carrier services utilizing its partnerships with ScanSource, a leading global provider of technology products and solutions, and Intelisys, a ScanSource company, and the nation's leading technology services distributor.

CUSTOMER & CHALLENGE:

The customer, a busy 20-employee animal hospital, struggled with an antiquated 20-year old telephone system with severely limited capabilities. The veterinary hospital also faced a challenge common to the industry: ambient noise, which decreased employee productivity and negatively impacted their customer experience. The customer reached out to Grande Vistas to obtain a pricing evaluation and recommendations on replacing their aging phone system.

“I saw this as an opportunity to provide a comprehensive hardware and cloud solution that would provide a best-in-class user experience for their employees and clients,” said Douglas MacKay, President of Grande Vistas. “As a partner of both ScanSource and Intelisys, I reached out to both teams for recommendations on Unified Communications services and wireless headsets that would create a holistic solution.”

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Through our partnership with both Intelisys and ScanSource, we were able to design a solution that met the full needs of our customer. Having access to world-leading suppliers across the telecom and hardware spectrum has opened the door to countless opportunities that were not accessible in the past, and allowed us to offer what our competitors cannot. The combined reach of the Intelisys and ScanSource portfolios gives us an edge in the market and enables us to exceed our customers' expectations."

THE SOLUTION:

The Intelisys team recommended Star2Star Communications, who implemented a reliable, cost-effective Unified Communications solution sending voice calls over the customer's existing internet circuit. Star2Star's Voice over IP (VoIP) operates on 35 KB of bandwidth per call path—compared to the industry average of 75-100 KB of bandwidth per call path.

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The ScanSource Catalyst team recommended Jabra's wireless headsets as the ideal hardware addition to the cloud services.



Meanwhile, Jabra's wireless headsets enable staff—who field numerous calls each day—the freedom and flexibility of remaining mobile while ensuring important customer calls are never missed. Noise-canceling technology also significantly reduced environmental noise, allowing client conversations to be clear and hassle-free.

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