

Grid4 Case Study

SmartCOMM™ Converged Networking Simplifies Administration and Management

Devon Title Agency

Devon Title Insurance Company facilitates, insures, and provides advice to people and companies involved with the financing and transfer of real estate. They operate ten Michigan Locations.



The Challenge

- A different voice and data provider for each Devon Title location created excessive administrative overhead, reducing overall profitability.
- No one voice or data provider could offer an easy to manage solution at a reasonable price.
- Previous Voice and data providers offered only adequate to poor customer service.
- The lack of an integrated voice network solution often impaired Devon Title's ability to quickly respond to customer requests.
- Transferring information from one office location to another was cumbersome, further increasing administrative overhead and reduced profitability.

The Customer

A successful voice and data network solution was critical to making it possible for Devon Title's employees to more quickly respond to customer requests.

Managing multiple vendors at multiple locations was causing a drain on the resources at Devon Title - resources that could be better spent on customer service and strategic planning. For that reason, any new voice and data network solution would have to be simple to administer and manage.

In conclusion, Devon Title needed better customer support. They wanted someone to satisfy their need for customer service and attention to their particular situation. "We were simply a number to them, they couldn't have cared less," said Sherry Nesbitt, Senior Vice President and CFO.

Simple, Reliable, Secure

Simple Networks – Smarter Business

Grid4 analysts recommended that Devon Title switch all of its voice and data networks to Grid4's SmartCOMM™ solution.

With SmartCOMM™, voice and data communications for all 10 Devon Title offices could be converged into one network.

- Converging the networks would reduce the amount of time Devon Title employees would have to spend on invoice, administration and management tasks related to their telephone and data network needs.
- Converging voice and data networks would also create a single point of contact that Devon Title would have for any support or upgrade needs.

With SmartCOMM™, Devon Title employees could continue to use telephone and data features they used frequently – call forwarding, caller ID, e-mail and others – at a lower price. They would also reduce their local and long distance calling costs, be able to manage their accounts wherever they had Internet access, have access to simplified, itemized invoices and many other features not available with traditional telephone systems (or available only at premium prices).

Providing Superior Service With More Capabilities at a Lower Price

“Until we began using Grid4, we had no one vendor who could “step up to the plate”, said Sherry Nesbitt, Devin Title CFO

“By choosing Grid4, we experienced the knowledge and service commitment of a reliable communications company. We are saving money with no degradation of voice or data services. The fact that the same company provides voice and data services makes it much easier to administrate. And Grid4 support and service, they respond immediately. The overall experience is simply excellent.”

Grid4 SmartCOMM™ Solution

- A single point of contact that Devon Title would have for any support or upgrade.
- Devon Title would also reduce their local and long distance calling costs.
- “The overall experience is simply excellent.” Sherry Nesbitt Devon Title CFO.

About Grid4 Communications

Founded in 2001, Grid4 Communications, a Michigan-based company, is a privately held, facilities-based Competitive Local Exchange Carrier (CLEC) headquartered in Troy. Grid4 Communications has leveraged Voice over Internet Protocol (VoIP) to deliver future business tools and Internet-based features directly to customers. Grid4 customers are confident that the Grid4 technology will become the foundation of future advances that will be necessary for growing their business.