



# Case Study

## Sine & Monaghan Real Estate

As a trusted professional Real Estate partner, Sine & Monaghan helps customers find the best homes in their area within the necessary price range. Buying and selling a home is one of the biggest events in life. Customers trust Sine & Monaghan to provide the local knowledge and superior service needed to make home buying and selling as smooth as possible.

### The Challenge

Sine & Monaghan was using an old phone system that was falling apart and becoming costly to maintain. Calls were dropping and they were not able to transfer calls out of the office. The system was inefficient, unreliable and was impacting employee productivity. This resource drain, along with an increasingly mobile workforce forced Sine & Monaghan to start looking for a new communication solution.

### The Solution

Grid4's Hosted IP Complete™ paired with MPLS IP-VPN provides Sine & Monaghan all of the features and services they were looking for in a communications solution without the expense and maintenance of a premise based system. All three locations are enjoying greater quality of service, improved efficiency, zero dropped calls, reliability, and the mobility they expected. They now enjoy a future-proof communication system that's managed completely by Grid4. Not only does Grid4 perform all system upgrades, they also handle all the maintenance with no additional fees.

### About Grid4's Services

Grid4's Hosted IP Complete™ is an ageless and feature-rich replacement to a traditional phone system that will grow with businesses instead of slowing them down. Hosted IP Complete™ combined with Grid4's pure IP network and smarter applications provide businesses with more features and increased functionality while significantly reducing or eliminating capital expenses.

Grid4's MPLS IP-VPN is a network-based, MPLS-enabled Wide Area Network (WAN) solution that offers multi-site businesses more efficiently allocated bandwidth, increased security, faster application deployment, lower network operating costs, and more access options than traditional WAN services.



"Customer satisfaction is priority one with Grid4. We have been a customer of Grid4 for over five years. They have helped us transition from traditional phone service to their Hosted IP PBX service seamlessly. The support and service is unmatched. I would not entrust a more integral part of our business with anyone other than Grid4."

**Dean J. Sine**  
Sine & Monaghan GMAC Real Estate