

Case Study

Coldwell Banker Weir Manuel

Coldwell Banker Weir Manuel has been a leading realtor in Southeast Michigan since 1950 and are highly respected in the marketplace for their professionalism, experience and proven results.

The Challenge

Integration of a mobile workforce is the challenge in real estate communication solutions. The challenge for the Coldwell Banker Weir Manuel's office staff is to efficiently route calls to other offices and out to agents in the field. The challenge for the agents is the constant checking of voicemail on a desk phone, or the hassle of giving out a personal mobile number to business contacts. SmartCOMM® Cloud Phone System from Grid4 Communications seamlessly connects agents and locations.

The Solution

Grid4's SmartCOMM® Cloud Phone System paired with MPLS IP-VPN provides Coldwell Banker Weir Manuel all the features they were looking for in a communications solution without the expense and maintenance of a premise based system.

Users at multiple locations can now transfer calls between locations, and are utilizing mobility features like Incoming Call Manager and Unified Communications. These features allow users to have multiple phones (i.e. mobile, desk, and home phones) ring all at once, or in a specific order, then decide how they would like voicemail delivered, either left in a voicemail box, or e-mailed. They now enjoy a future-proof communication system that's cared for 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 SmartCOMM® Cloud Phone System is a feature-rich replacement to a traditional phone system that will grow with businesses instead of slowing them down. SmartCOMM® Cloud Phone System 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.



WEIR MANUEL

"By moving to Grid4's Hosted IP Complete, our company is now able to effectively communicate between most of our branch offices throughout Southeast Michigan. The outstanding reliability and productivity – including cell and email message forwarding – allows our agents and staff to operate on the go while maintaining smarter business communication."

Ian Leath

IT Manager

Coldwell Banker Weir Manuel

Grid4 Solutions

- SmartCOMM® Cloud Phone System
- SmartCOMM® MPLS IP-VPN

Grid4 SmartCOMM® Business Solutions

Cloud Phone System

A future-proof alternative to on-premise phone systems. Grid4 has been delivering cloud phone system solutions to businesses since 2007. Communicate smarter with more ease and flexibility, maximizing productivity and performance.

IP Voice (VoIP)

Grid4 has over 20 years of experience delivering the highest quality SIP and PRI VoIP solutions via a carrier grade softswitch and network.

Dedicated Internet Access

As a true carrier, Grid4's interconnected network leverages multiple tier-1 networks across the globe to deliver high-speed Internet access solutions.

MPLS IP-VPN

Connect your employees at multiple locations on a dedicated and reliable private network.

Managed SD-WAN

Maximize your uptime by utilizing multiple Internet connections, while lowering operational costs and efficiently monitoring bandwidth usage for single or multi-site deployments.

Managed IT Solutions

Grid4's Managed IT Solutions optimize the efficiency, productivity, and agility of your IT environment, so you can focus on growing your organization.

Our highly knowledgeable team provides strategic guidance, best practices, lifecycle services, network monitoring, comprehensive support, and more to help maintain your infrastructure, reduce costs, and minimize risk.

 Microsoft Partner

Smart Customers Trusting Smarter Communications

