

# 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 SmartCOMM® Cloud Phone System 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 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.



*"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*

#### 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

