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– Omar Akram Co-Founder and President VIZIOSoft

VIZIOSoft Builds Client Relationships, and Its Business, with Hosted Voice and Data Service from MegaPath

In an era in which the IT services industry touts “bigger is better,” VIZIOSoft is a high-touch solutions boutique that bucks the trend. With offices in Springfield, Virginia, and Irvine, California, VIZIOSoft is focused on rapid software application development and IT outsourcing services. One of the attributes that differentiates VIZIOSoft is its strong foundation in “social consciousness, which manifests itself in our contribution to the community, and in making the lives of our customers and employees a little bit better each day.” The company extends its passion for partnership to providers like MegaPath, which recently teamed with VIZIOSoft to deliver a cost-effective voice over IP (VoIP) customer solution based on MegaPath’s Hosted Voice and Data service. Ideal for small and medium businesses, MegaPath’s Hosted Voice supports analog lines, PRI and SIP Trunking, as well as the company’s latest advanced service, Hosted Voice with MPLS and Managed Security.

Serving a community of customers

“Our customers are our community,” says Omar Akram, co-founder and president of VIZIOSoft. “When they ask us to respond to a proposal, we take a holistic view, providing our best thinking to meet their technology and business needs.” One of those customers is Velocity Athletics, a sportswear company with U.S. operations in Jacksonville, Fla., and Las Vegas, and a clothing production facility in the Philippines. Velocity Athletics recently looked to VIZIOSoft to replace its traditional analog phone system with voice over IP (VoIP) technology.

“When we started talking with service providers about how to architect a VoIP solution for Velocity Athletics, MegaPath was much more responsive, and worked with us in an individualized way,” Akram says. “Some other vendors wanted VIZIOSoft to pay up-front to resell their services, but did not take time to have a conversation with us. MegaPath provided us with the domain expertise we needed to put together the right solution for Velocity Athletics.”



The Challenge

To Find a network services provider that delivers full-featured integrated voice and data capabilities, coupled with high levels of customer service.

The Benefits

MegaPath’s Hosted Voice and Data service met the needs of VIZIOSoft’s client; MegaPath’s partnership-driven approach to customer service helped ensure a smooth deployment.

Customer Profile

With offices in Virginia and southern California, VIZIOSoft is a minority-owned company that offers first-class, cost-effective solutions for ecommerce, application development, staffing, IT outsourcing and enterprise-class VoIP.

MegaPath Hosted Voice and Data is ideal for small and medium businesses

In collaboration with MegaPath, VIZIOSoft proposed and subsequently implemented a cost-effective Hosted Voice and Data solution. By integrating Velocity Athletics' voice and data applications over a consistent solution, supported by T1 connectivity, VIZIOSoft and MegaPath are enabling the customer to increase productivity without increasing resources or overhead. Specifically, the solution integrates Velocity Athletics' customer relationship management (CRM) system and includes advanced VoIP features such as the use of four-digit dialing to communicate as a single organization, across the US facilities and the factory in the Philippines. "Four-digit dialing is just one example of how MegaPath Hosted Voice gives small businesses access to high-end VoIP capabilities," Akram says.

For example, when a customer calls the Nevada warehouse but the question is better answered by the factory, "Instead of having to ask a customer to hang up and redial the other location, Velocity Athletics' staff could quickly and easily transfer the call. When customer callers are transferred, they feel like they are interacting with a single organization," he says. Four-digit dialing, simplified call transfer and easy voicemail access also boost employee productivity by enhancing interpersonal connectivity within the organization.

Teamwork ensures a seamless transition

As high quality as Akram found the Hosted Voice service offering, his relationship with MegaPath was sealed by its commitment to customer service. "I always tell VIZIOSoft customers, 'Don't expect any deployment to go off without a hitch. There are always issues – and how we work through those issues is what's important.' I applied the same thinking with MegaPath, as a customer, and was impressed on how they worked with us to ensure a smooth service transition for Velocity Athletics." During the deployment, MegaPath worked closely with the VIZIOSoft team, providing real-time guidance on system configuration and other issues. "The Velocity Athletics system went live with no service interruption," Akram recalls, "It was an exceptionally smooth cut-over, thanks to MegaPath."

He looks forward to working more with MegaPath to empower more of VIZIOSoft's customers with the benefits of VoIP communications. "The Duet solution lets our customers leverage their existing analog switches while getting a productivity boost from VoIP applications and features," he says, summarizing, "I've built a relationship with MegaPath and I don't intend to change that. Once I find a business partner I click with, and I know they'll go to bat for me, I'm with them for the long haul."

MegaPath Advantages

End-to-End Nationwide Infrastructure

Our privately managed MPLS network provides exceptional performance, total redundancy, and the flexibility to deliver true voice Quality of Service.

Complete Service Portfolio

We offer a full range of business broadband, voice, MPLS, VPN, and security services.

Unbeatable Experience

We've been serving businesses with innovative communications services for 16 years.

Superior Customer Support

Our friendly technical experts respond quickly and efficiently 24/7/365.