

## FORESITE REALTY PARTNERS CASE STUDY

“We manage a wealth of properties, including more than 5,000 multi-family units, so we couldn’t afford to go without a phone system during a lengthy switchover. MegaPath offered the shortest implementation and the best price. [Our] calls no longer drop... we now have unlimited calling, and we’re not paying any more than we did for our previous service.”

– Karen Campbell, Director of Office Services, Foresite Realty Partners

### The Challenge

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- ▶ Replace a traditional trunk-based system that routinely went down during critical hours
- ▶ Enhance voice communications with better features to accommodate a growing and increasingly mobile workforce
- ▶ Improve previously lackluster and unreliable conversation quality
- ▶ Complete new installation quickly to minimize disruptions

### The Solution

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- ▶ MegaPath Hosted Voice for superior yet affordable functionality
- ▶ T1 line that adds bandwidth as business expands
- ▶ Advanced calling tools and features to better serve both in-office professionals and mobile employees who are constantly in the field

### The Result

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- ▶ Impeccable voice quality and uninterrupted service
- ▶ Business functionality gets a boost with Auto Attendant, greatly reducing the need for an office receptionist
- ▶ Unlimited calling plan that costs no more than the previous, antiquated trunkbased set-up
- ▶ Features such as Visual Voicemail enable on-the-go users to access phone messages on a mobile device screen without having to dial into voicemail

## FORESITE

REALTY PARTNERS, LLC

Headquartered in Rosemont, Ill., near Chicago O’Hare International Airport, Foresite Realty Partners launched in 2005 and has quickly earned a reputation as one of the top real estate and property management companies in the Midwest. The firm has 32 employees based in Rosemont and another 100 people spread throughout its customer regions, which extend east to New Jersey and southeast to Georgia. Foresite now oversees holdings that include 8 million square feet of commercial property and more than 5,000 multi-family residential units. It takes advantage of a diverse platform of applications to deliver valuable support within each stage of a property’s lifecycle, from acquisition to disposition. Services include investments, leasing, asset management and bankruptcy advisory/consultation. It’s currently listed as 23rd among local property managers, as ranked by Crain’s Chicago Business.

## Rapid Switch for Business Continuity

When Foresite Realty decided to move its headquarters to another location nearby in Rosemont, Ill., the company was eager to migrate from trunk lines to VoIP (Voice over IP). One provider indicated the installation could take a month. Such an extended implementation had the potential to severely impact Foresite's business.

"We manage a wealth of properties, including multi-family units," explains Campbell. "When there's a problem at one of the buildings, the managers there need to get in touch with our headquarters. So we can't afford to go without a phone system for an extended period."

MegaPath offered to work with Foresite's aggressive implementation timeline. They finished within 15 business days. "MegaPath won on price and a rapid installation schedule," Campbell says.

## From Confusion to Clear Calls & Smooth Communications

With the trunk lines, employees would dial customers and associates and—if they didn't leave a message—only the general Foresite Realty number would show up on the recipient's screen. "When people returned the call, they would reach me, and they had no idea who had called, nor did I," says Campbell, who was forced by the previous phone system to wear a "receptionist" hat. Today, Campbell no longer has to deal with all of this confusion. If a Foresite staffer phones someone, the recipient sees a direct number on the screen. Auto Attendant from MegaPath can automate the receptionist duties by giving the caller a number of options for locating the person they're trying to reach.

## Uptime = Productive Time

At least once a month—for ten minutes or longer—the old phone system would crash, bringing conversations and transactions to a sudden halt. "Because I was acting as receptionist, all incoming calls immediately defaulted to my cell phone," Campbell says. "I had to spend so much time running around the floor, relaying messages to our employees. When I was on vacation or out of town, it was even worse." Foresite Realty is finding that productivity is getting a big boost with uninterrupted uptime through the MegaPath network.

## Port of Call

Early in the installation, MegaPath discovered an issue: The original trunk-line vendor had registered the wrong corporate name with the port directory. Typically, such snags can hold up a launch for as long as a week. The implementation team at MegaPath worked quickly to correct the situation within a day.

## The MegaPath Advantage

### Host with the Most

Hosted Voice streamlines communications with flawless, clear voice quality and no dropped calls, while only requiring IP phones and a voice gateway to get started (there's no PBX equipment to buy or lease).

### T1

MegaPath T1 connections aren't just fast; they're completely scalable to keep up with your user growth and geographic expansions.

### Going Places

Flexible features such as Visual Voicemail, Auto Attendant and Find Me/Follow Me are well-suited for the mobile age, giving users all the capabilities they need, how – and where – they want them.

### Built to Serve

MegaPath engineers and support staff work closely with customers to ensure that installation timetables match their business needs and that all expectations are met in a timely manner.