

NEWPORT COMMUNICATIONS CASE STUDY

“MegaPath Hosted Voice is a much more robust and effective system than a traditional PBX phone system. You get a lot more scalability and flexibility. We save on long distance and have the appearance of one unified company, even though we’re spread out.”

– Chris Odor, Information Technology Manager, Newport Communications

The Challenge

- ▶ Needed a robust feature-rich phone system to serve multiple work locations.
- ▶ Wanted features that are not available with most traditional phone systems.
- ▶ Required a system that was easily scalable and required little to no maintenance.

The Solution

- ▶ With MegaPath’s hosted PBX service, Newport only needed Internet connectivity, IP phones, and voice gateway equipment.
- ▶ With MegaPath’s Voice features, Newport reduced its workforce and accommodated the needs of remote and traveling workers.
- ▶ With a hosted service, moves, additions, and changes are virtually effortless.

The Result


- ▶ Upfront costs were less than 15% of what Newport would have paid with a traditional phone system.
- ▶ Newport enjoys cost control and single-bill efficiency, rather than reimbursing employees for disparate home office services.
- ▶ “There’s no rewiring or waiting when employees move around,” says Odor. “I just pick up a phone and plug it into its new location.”

Newport Communications

Newport Communications Group operates the leading multi-media network for trucking and its allied industries.

In addition to two magazines – Heavy Duty Trucking and RoadStar – Newport offers full market research capabilities and targeted advertising via the Internet, sales literature distribution, truckers’ radio and on-site media.

The company employs fifty professionals – 15 in Irvine, five in Chicago, five in Northern California, and the rest in home offices across the country.



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Cost

With MegaPath, PBX service is hosted on a private nationwide network. All Newport needed was Internet connectivity, IP phones, and voice gateway equipment.

Upfront costs were less than 15% of what Newport would have paid with a traditional phone system. There's no expensive maintenance and long distance is a bargain; monthly phone costs are now 40% lower.

Features

With MegaPath Auto Attendant, Newport was able to eliminate the need for a receptionist. With Find Me / Follow Me, employees on the road never miss important calls. Remote employees are tied in via MegaPath TeleWorker service.

Employees all over the country are united by one phone system, enabling free extension dialing and effortless call transfers. Newport enjoys cost control and single-bill efficiency, rather than reimbursing employees for disparate home office services.

Scalability

With a hosted service, moves, additions, and changes are virtually effortless. Scaling up or down is as easy as adding or removing phones. MegaPath customer service keeps everything running smoothly.

"There's no rewiring or waiting when employees move around," says Odor. "I just pick up a phone and plug it into its new location. And I have a single point of contact who is empowered to resolve any issues I may have. That's definitely different."

The MegaPath Advantage

Complete Service Portfolio

We offer a full range of business voice, data, security, and hosted IT services.

Superior Voice Quality

Our voice network achieves 99.999 percent availability, providing customers with the highest level of reliability in the industry.

Proven Expertise

We've been serving businesses with innovative communications services since 1996.

Experienced Customer Support

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