

## PACE INTERNATIONAL CASE STUDY

“With Hosted Voice, we’ll save thousands a year in long distance, and since the service is hosted, we’ll eliminate all the headaches associated with maintaining phone system hardware in-house. When you combine all these benefits, switching to VoIP rapidly becomes a no-brainer.”

– Jon Wells, Director of IT, Pace International

### The Challenge

---

- ▶ Streamline and minimize system maintenance and administrative work
- ▶ Reduce monthly costs
- ▶ Utilize enhanced communication features

### The Solution

---

- ▶ A simple Web tool makes the administration of password management and moves/ adds/ changes fast and easy
- ▶ Affordable calling plans allow for unlimited daily conference calls among corporate headquarters, plants and warehouses
- ▶ MegaPath Hosted Voice features offer the level of professionalism sought by Pace

### The Result

---

- ▶ Pace saves 10 to 20 percent of IT time a month by not having to maintain the old phone system
- ▶ Pace estimates a total savings of at least 25% in communication-related costs
- ▶ With MegaPath, Pace is able to provide a more professional and efficient customer experience



Seattle-based Pace International develops and markets products used to help protect and preserve fruit and vegetable quality post-harvest, when crops are making their ways to markets around the world. With corporate headquarters in Seattle, the company needed a more cost-effective and efficient way to maintain contact with its 100 employees, spread across two plants in Washington and California, as well as 11 warehouses around the US, and eight international offices.

## Streamlined Maintenance

---

With MegaPath Hosted Voice, a simple Web tool makes the administration of password management and moves/adds/ changes fast and easy.

Pace saves 10 to 20 percent of IT time a month by not having to maintain the old phone system. Simple tasks like changing extensions and passwords that used to take half an hour, now take less than five minutes.

## More Savings with Hosted Voice

---

With an affordable calling plan from MegaPath, Pace can make unlimited daily conference calls among corporate headquarters, plants and warehouses.

Pace estimates it will save \$65,000 a year in long distance costs, conference calling, and phone system connectivity costs, for a total savings of at least 25 percent in communication-related costs.

## Improved Customer Experience

---

MegaPath Hosted Voice features offer the level of professionalism Pace sought, like 4-digit dialing among the sites, find me/follow me, auto-attendant for automated call routing, and Outlook integration.

With MegaPath, Pace is able to improve customer experience. Customers interact seamlessly with the company's multiple facilities and geographically diverse employees. It adds up to a more efficient and professional experience all around.

## 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.