

RISK STRATEGIES CASE STUDY

“Hosted Voice is a great solution. The installation was smooth, we’re saving money, we’ve had virtually no downtime, and the support is excellent. When we had a fire at one of our locations, we were able to forward all calls to employee cell phones in a matter of minutes.”

– Shannon LeColst, Director of IT, Risk Strategies

The Challenge

- ▶ Find a solution that can be managed remotely
- ▶ Select scalable and affordable voice and data services
- ▶ Focus on easy, simple management

The Solution

- ▶ Hosted Voice can be managed from any location through an online portal
- ▶ Set-up costs for MegaPath Hosted Voice are minimal because there is very little on-site equipment
- ▶ The MegaPath Support team makes everything easier with an exceptional level of technical expertise

The Result

- ▶ In just moments the main number at one office can be forwarded to the receptionist at another office
- ▶ With MegaPath, Risk Strategies can expand with low capital costs and consolidate ongoing expenses
- ▶ Risk Strategies enjoys “excellent” support from MegaPath



Risk Strategies is an insurance brokerage firm headquartered in Boston with offices in New York City, San Francisco, Providence, and Randolph, MA. The company provides pragmatic and cost-effective solutions to meet the complex insurance coverage and risk financing needs of middle market companies nationwide.

With 10 offices to coordinate, Director of IT Shannon LeColst needs reliable solutions that cover all the bases – from cost control to business continuity.

Easy, Remote Management

MegaPath Hosted Voice can be managed from any location through an online portal. When a fire in the building required one of the company's California offices to close suddenly for several days, redirecting calls was quick and seamless. In just a few minutes, LeColst was able to forward the main number to the receptionist at another office and individual lines to employee cell phones. "We were able to operate pretty much as normal."

The Need for Scalability and Affordability

Set-up costs for MegaPath Hosted Voice are minimal because there is very little onsite equipment. And because functionality is hosted on the MegaPath network, all offices using the system can direct dial and transfer to each other.

With MegaPath, Risk Strategies can expand with low capital costs and consolidate ongoing expenses. "The ability to share a pack of minutes between all our West Coast offices works great for us," says LeColst

Focus on Simplicity

From quick questions to help in a crisis, the MegaPath Support team makes everything easier with an exceptional level of technical expertise and 24/7/365 availability.

Risk Strategies enjoys "excellent" support from MegaPath. "They're very responsive and very fast," says LeColst. "There's always somebody to answer the phone right away and do what needs to be done."

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.