

DELTA-T GROUP CASE STUDY

“MegaPath services are better, by far, than those of our previous providers, and a great fit for our business needs in terms of quality and reliability. The MegaPath people we work with have been great. They are responsive, friendly, and helpful.”

– Paul Smith, Director of IT, Delta-T Group



The Challenge

- ▶ Previous VoIP phone system capabilities and hardware no longer met Delta-T Group's needs.
- ▶ Switch over with minimal disruption for a large base of users in 12 locations.
- ▶ Need to convey a professional image to prospects and customers.

The Solution

- ▶ T1 and Ethernet data with Hosted Voice provide a reliable, full-featured communications solution that prioritizes voice over other data traffic for better call quality. MegaPath Hosted Voice delivers 99.999 percent availability – the highest level in the industry – ensuring uninterrupted calls and HD voice for outstanding conversation quality.
- ▶ Hosted Voice powers the company's telephony-centric, sales-based business model, offering a superior calling experience and reporting features that help sales leaders oversee and coach sales staff.

The Result

- ▶ Well-planned and executed installation and switchover of a large base of users in twelve locations completed in about six weeks, minimizing disruption of to day-to-day business.
- ▶ Calling system and features superior to previous system deliver professional-sounding calls and a better customer experience.



Delta-T Group is a national broker and referral service for specialized healthcare professionals. Delta-T refers licensed and non-licensed behavioral and medical health professionals of varying degree and skill levels. The Company's primary customers are hospitals, community mental health centers, outpatient treatment facilities and residential homes.

For more information, visit:
www.delta-tgroup.com



Easy Switch

Delta-T Group switched to MegaPath in 2015 after its previous VoIP platform, in use since 2006, went end-of-life. In looking for a new provider, MegaPath provided “one of the best quotes and service offerings,” according to Paul Smith, Director of IT, Delta-T Group.

The company adopted MegaPath business-class Internet service including T1 and Ethernet over Copper circuits and MegaPath Hosted Voice. Hosted Voice connects all Delta-T Group employees across twelve locations. “Being on one unified system simplifies collaboration and cuts costs,” says Smith. “Everyone, even our ten or so remote workers, can dial by extension. And long distance calls within the MegaPath Hosted Voice system don’t cost us a dime.”

The switch to MegaPath went more easily than expected, according to Smith. “There was a bit of a learning curve for users, but that is to be expected,” says Smith. “MegaPath handled it very professionally, and considering everything it takes to do a switchover to a new system, I felt that it went very, very smoothly.”

Superior Services

With its sales-centric business model, Delta-T Group puts a high value on the calling experience. The MegaPath Hunt Group feature serves this need perfectly, by quickly routing calls to available sales staff. “Calls get answered sooner compared to our previous system, giving callers a better experience,” says Smith.

Call quality is also paramount in conveying a professional image. “The biggest upgrade we experienced with the switch to MegaPath was the vast improvement in call quality,” says Smith. “The phones and High Definition calling make the MegaPath voice experience light years ahead of our last platform and equipment, and give us a competitive edge.”

Delta-T uses Call Logs and Call Detail Records, which display a user’s most recent incoming, missed, and outgoing calls. “Our sales management team relies on this feature to monitor sales staff metrics,” says Smith.

Users also manage changes to their own inbound call routing, avoiding the need for a voice administrator to make these changes on behalf of such a large organization. “Sales does a lot of client visits. They can forward their desk phone to their Smartphone and stay in touch, and it’s hands off for me,” says Smith.

A Trusted Partner

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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% 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.

