



Case Study: Large Car Rental Company Adopts Netcelerate Hosted PBX Service

Executive Summary

The Situation

The company required an upgrade from their current communications system. Requirements included a secure and reliable voice communication solution with seamless connectivity.

The Challenge

- Customer service focus required a flawless solution
- Advanced calling features were required to connect between various locations and optimize productivity

The Solution

- Implementation of Netcelerate's Hosted PBX Solution
- Deployed Trunk Pooling for cost reduction
- Utilize Netcelerate's connectivity with 3G Failover for critical locations

The Benefits

- Never miss a call
- Advanced features improve overall business productivity
- Guaranteed call quality

The Situation

The company is one of the largest car rental service providers in the world. With strong founding values revolving around customer service, the corporation relies heavily on secure and reliable voice communication to connect with its clients.

The Challenge

The challenge facing the company was the need for absolutely seamless telecommunication services. Being a large business with a mission revolving around outstanding customer service, having any down time was not an option.

Additionally, having a multitude of offices across Canada has increased communication issues

between locations. The company required seamless and secure connectivity along with a telecommunication system that would provide advanced features.

The Solution

In 2011, the company selected Netcelerate's Hosted PBX solution with Trunk Pooling, installing the system initially in one location. As the company expanded the Netcelerate solution to other locations, they also chose to take advantage of the ability to failover to the 3G network to ensure around the clock connectivity for critical locations.

The Benefits

Switching to a Hosted PBX solution for the business provides three key values:

1. Lower operational costs
2. Increased professionalism and efficiency
3. Service that accommodates growth by easily adding, moving, and/or changing extensions

More importantly, Netcelerate's Hosted PBX Solution allows the company to realize several key benefits in addition to those noted above:

- Never miss a beat with Netcelerate's Failover connectivity
- Advanced features to improve productivity: auto-attendant, caller ID, call return, Find Me Follow Me, voicemail to email, etc.
- Never miss an important call with customized call routing
- Guaranteed call quality over Netcelerate's private network
- Ability to keep existing phone numbers as well as existing extensions



- Access to an Online User Portal
- Private Internet

About Netcelerate

Netcelerate offers affordable business phone systems, business communications, data and mobility solutions and services to businesses across Canada and the U.S.