

Case Study: Global Coaching Organization with Local Touch

Corporate Symphony International Employs a Hosted PBX Solution from Netcelerate



Executive Summary

The Situation

- An international leadership development and coaching firm requires flexible and reliable telephony services

The Challenge

- The organization is staffed by coaches located coast-to-coast
- Substantial usage, both long distance and international calling
- Requires competitive international calling rates

The Solution

- Implementation of Netcelerate's Hosted PBX Solution
- Testing the application of videophones

The Benefits

- Central Auto Attendant to access all coaches
- Convenience of voicemail to email
- Local presence created in multiple cities with virtual numbers
- Low cost and rapid deployment of moves/adds/changes

The Situation

Corporate Symphony International is a group of internationally experienced management coaching and leadership development professionals delivering high quality coaching. Founded by Troy King, a Master Certified Coach (the International Coaching Federation's highest designation) and recent Canadian Coach of the Year, Corporate Symphony is dedicated to providing a customizable and highly streamlined collaborative process for businesses and business leaders. The organization consists of a growing team of coaches located and delivering services across North America.

The Challenge

Corporate Symphony has built a local presence with coaches located coast to coast in North America. In addition, Corporate Symphony also has partners located in Europe and Asia: their goal is to provide programs on a global scale but with a local presence. Due to the geographic diversity of coaches, clients

and partners, Corporate Symphony requires a flexible and cost-effective telephony solution. Reliability and quality of service is also a concern for Corporate Symphony since business operations rely heavily on phone service.

Netcelerate provides my company with the ability to be present in local markets and expand as a global leader in a cost-effective way.

-Troy King, Founder and CEO

The Solution

The internationally recognized coaching organization is a leader in the field of Executive Coaching and has deployed Netcelerate's Hosted PBX solution since their establishment. In addition to leading the way by executing cutting-edge telephony technology, Corporate Symphony has also participated in the trial and testing of videophones in the operation of their business.

The company is expanding their business in terms of staff and global reach, and therefore is benefiting now more than ever from the flexibility of Netcelerate's Hosted PBX solution.

The Benefits

Netcelerate's Hosted PBX system allows Corporate Symphony International to realize several key benefits:

- Centralized Auto Attendant that can reach coaches directly regardless of geographic location
- The convenience of voicemail transferred to email
- Controlled flow of incoming calls and outgoing messages
- Ability to create a local presence in Canada and the United States with virtual phone numbers
- Access for each user to customize call flow and call features with the online User Portal

- The ability to leverage multiple time zones with one centralized system
- Low cost and rapid deployment of moves/adds/changes
- Limitless scalability without upfront investment
- Economical international calling rates

Next Steps

As Corporate Symphony International continues to grow, new extensions can seamlessly be added to their business phone system.

About Corporate Symphony International



For more information about Corporate Symphony International, please visit

<http://corporatesymphony.com/>

“Netcelerate’s technology is leading edge and is superior to the solutions offered by larger companies that can’t address the unique needs and leverage points required in today’s business world.”

-Troy King, Founder and CEO

About Netcelerate

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