

NexGen Services

Case Study

Overview

Challenge

Solution



Continental Properties Company, Inc., a real estate development company, owns, develops, and manages retail, multi-family, and hospitality real estate properties across the United States. The company headquarters is in Menomonee Falls, Wisconsin.

Continental Properties is the owner/manager of The Springs Apartment complexes. These premier, luxury apartments are currently located throughout 15 states in the nation. Continental prides itself with quality of service and provides it by staffing each of the complexes with on-site property managers, leasing agents, and maintenance personnel. When looking for a replacement VoIP system, they searched for one that would give them the richest and most flexible features to accommodate their broad spectrum of needs.

Continental Properties had previously utilized a VoIP system, but its features and functionality did not meet the needs of the company. The company required a robust MPLS system to unite and simplify communication throughout its national enterprise. It was also evident that their existing system would not be able to scale upwards much further to accommodate additional growth.

For its headquarters, the company chose to move forward with a multi-site Allworx IP phone system and Windstream MPLS network that allows the company to operate and appear to their customers as an integrated unit. The local network at each site utilizing Adtran network switches provided a marked operational improvement by placing critical information in the hands of property managers, sales, and maintenance personnel. Cisco security appliances provide routing of traffic over high-speed, low-cost internet service, internal MIS traffic over MPLS, network security and alternate routing in the event of interruptions.

The Allworx solution included Conference Center™, and two of the Allworx advanced Software Features: Interact and Reach. Allworx Interact, a call manager computer software that is a standard inclusion with the Allworx server, was installed at the receptionists' desk which allowed calls to be answered at a computer screen and transferred with the click of a mouse. The Reach app was installed on executives' cell phones, turning them into virtual office phones. Reach allowed them to dial staff members throughout the organization by extension number, and most importantly, outgoing calls show their office number, not their cell phone number.

In addition to upgrading the 100+ phones located at their headquarters, Allworx VoIP systems have been installed in more than 35 satellite property management offices throughout the US.

For Continental Properties, the Allworx VoIP phone System has proven to be a feature-rich, future-proof solution that can grow with the company.



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