Sangoma

Success Story

Title and Settlement Services Company Known for Its Integrity Saves Money and Modernizes Communications in the Cloud

THE CUSTOMER

Based out of Marlton, NJ, this title insurance and settlement services company started its journey in 1992. Since then, this rapidly growing industry leader has spread its wings across the nation servicing all 50 states. Under the Surety Title Company Umbrella of Companies, they have over 33 title brands spanning across 39 locations with a total user count of 400. Priding themselves on a foundation of integrity and service, they strive to provide their customers with respect and the services they need in a family-like environment.

CHALLENGES

Remote work was on the rise as well as a need to consolidate legacy SIP trunks and update their call center.

SOLUTIONS

DKLR LLC delivered the modern features and cost savings Surety Title was looking for by moving them to the Cloud.

BUSINESS CHALLENGES

Most customers are moving from an outdated, legacy phone system to one of Sangoma's UC business phone systems, but Surety Title Company's case study is different. They were on a Switchvox on-premise system and simply looking to move to a hosted solution to accomplish a few goals that had been identified in an effort to future proof their company's communication.

With remote working needs on the rise and 24/7 support becoming necessary, as well as an easy to use IVR auto attendant to direct calls to the appropriate department without the customer on hold. Surety Title Company was also looking to consolidate their legacy SIP trunks giving them less hardware and vendors to maintain. Their customer service call center was looking for more advanced call center features with enterprise grade cloud faxing for all employees. Lastly, simplifying and streamlining the admin and end user management tools was something they had grown used to and needed to maintain with the next phone system.

THE SOLUTION FROM SANGOMA

DKLR LLC was the Sangoma Partner on the job. They had the years of IT experience to make sure the winning solution would be the best fit for their needs. Ring Central was being considered and checked off several of the features required, but making sure they got what they needed for the best price was a key differentiator that Sangoma was able to deliver.

The move to cloud, has been an increasing trend for several years and fortunately, since Switchvox Cloud and Switchvox on-premise are built on the same platform, making the switch was a task that Sangoma and DKLR has done for many other companies.

THE RESULTS

Consolidating all locations to a single platform with no on-site hardware to manage was a huge improvement. A major benefit to Switchvox Cloud is not having any more ongoing maintenance costs. All of your support and software updates come out automatically, leaving IT staff to focus on more important matters. For all of Surety Title Company's remote workers, the mobile app and desktop softphone was an excellent addition, in addition to enhanced incoming call routing with IVRs for each title company under the Surety umbrella. The custom call routing ensured that Surety was able to enhance customer service and quality control, which is crucial to their integrity and service-focused foundation. Finally, call center reporting gave Surety Title Company a way to efficiently manage resources and FAXStation provided the reliable, hosted fax service they had been searching for.

Switchvox Cloud includes all features at no extra cost, and for this 400+ user company, the cost savings they experienced with Switchvox Cloud was a feature they did not anticipate. Moving to Switchvox Cloud gave Surety a futureproof environment to grow and features that help this company accomplish what they stand for: integrity, a family like environment, and an excellent level of customer service.