

Domotz Case Study

**Select Voice & Data:
Making Service
Scalable via Domotz**

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With over 25 years experience in the telecommunications industry, the team at Select Voice and Data have built a reputation on quality service and rapid response. Select Voice and Data caters to government, education, enterprise large and SMB's along with medical business that require hosted voice and network services.



SELECT

VOICE & DATA

Service Matters...

Bill Pedersen, Select Voice and Data's (SV&D) CEO, started Select Voice & Data with a passion to bring service to customers that you could not get from others. Bill recognized that system complexity was increasing and the choices required were getting more and more complex. He built a voice service offering and partnered with the best products in the market, providing carrier-grade service and support.

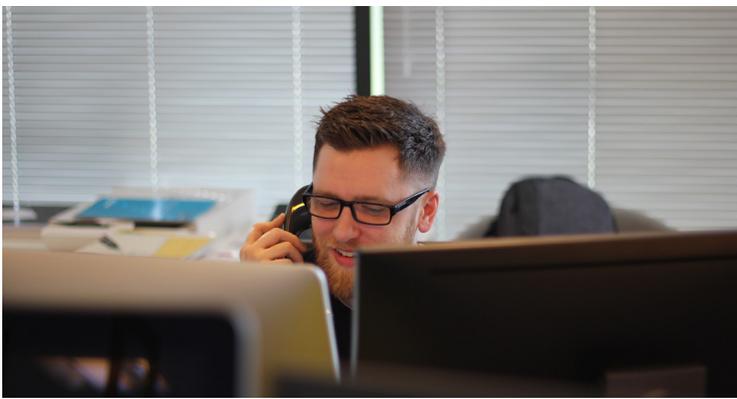
Demanding more...

To ensure success, SV&D built a business model that would prioritize the customer and make sure that the products delivered not only met the demands, but the service and speed of response to any issues exceeded any expectations of the customer. To improve upon what the SV&D team created, they looked to Domotz to help scale the business beyond what they started.

A Not-so Unusual problem...

For smaller businesses and education, hosted voice services are generally easy to set-up, but as the systems scale, the requirements for the network becomes more demanding. Managed Switches and back-up networks become critical when dealing with services that

can be considered mission critical for any business. As these networks become more complex, customers are generally less aware of the ramifications of moving offices, or taking a "phone" from their desk and plugging it into another desk. SV&D's team leverages Domotz to immediately understand when a phone is "disconnected" and when it appears, even if it was plugged into the wrong port.





...Solved in a Unique Way!

In the past, a phone connected to the wrong port would mean that the phone would not provision to the network properly. The customer would be frustrated, not understanding what they have done, and a phone call to SV&D would occur. This frustration was nearly eliminated through Domotz's ability to monitor and immediately alert on changes in the system. By setting up active alerting on the phone LAN, the SV&D team gets a notification when a phone is removed, or disconnected, from the network.

What makes their job that much easier now, is when the phone reappears on the network, a second notification occurs. If the phone appears on the wrong network, the SV&D team can remotely log into the main switch, resolve the port LAN or VLAN issue, enabling the phone to be on the correct network. This all happens within a matter of minutes and no onsite visit was ever needed.

Taking it a step further...

While managing hosted voice services is a critical part of SV&D's business, the team uses External IP address monitoring to ensure that the cloud services used by the customer can be seen from their very own network. Problems within Internet Service Provider networks can cause domain name resolution issues or packet loss, which can bring down a hosted voice service. By setting up external IP address monitoring from Domotz agent, the SV&D team gets an accurate perspective of the network from the customer's site. This helps ensure that any potential network problems and diagnostics are handled remotely, from the customer's point of view.

Service in a Scalable way...

Through Domotz, the SV&D team has been able to respond quickly to customer problems, without the need for on-site visits. Furthermore, proactive monitoring reduced phone calls from customers by allowing SV&D to resolve issues before the problem was even noticed. Domotz enabled SV&D to maintain the highest level of support expected by their customers, while continuing to grow their business. In addition, Domotz reduced operational costs by minimizing truck-rolls associated with on-site visits. All managed service providers can take a hint from Select Voice and Data's process and grow their business more efficiently.

