

CASE STUDY

When a diversified real estate company needed a partner who kept promises, it turned to a company that simply did what it said it would

Answering the Call: How a Poor Service Experience Led to a True Partnership



Once the properties are evaluated, we are able to show our clients that we can move them over to a superior phone solution at a significant monthly cost savings. This has been key to the success of our partnership with TPx.”

*Robert Price,
Senior Director of
Technology Services,
Bozzuto*



Bozzuto is an experience-focused real estate company distinguished by their innovative developments, dedicated customer service, and top-rated workplace culture. With award-winning expertise in homebuilding, multifamily development, construction, and management, Bozzuto is devoted to delivering extraordinary experiences for those they serve. Since their founding in 1988, Bozzuto has developed, acquired, and built more than 50,000 homes and apartments. Celebrating 34 years of creating sanctuary for their residents, Bozzuto currently manages 85,000 apartments and 3 million square feet of retail space, with 7 million square feet currently under construction across the U.S.

PROFILE

Bozzuto is a diversified real estate company with 3,000 employees at 285 locations nationwide.

CHALLENGE

When a national company bought its service provider, it quickly saw diminished customer service and a higher internal workload.

SOLUTION

- The company needed a reliable VoIP solution it could “rinse and repeat” as needed at locations nationwide
- They needed a team to pay attention to even the most minor details and respond timely to any issues

BENEFITS

- Telling clients they’ll receive better service and voice quality while saving money
- Saving IT time by not having to become phone experts

RESULTS

Bozzuto has saved thousands of dollars in addition to countless person-hours thanks to TPx support.

The Challenge

Bozzuto is a diversified real estate company with 3,000 employees at 285 locations and 67 satellite offices nationwide. The company has relied on a hosted voice over IP (VoIP) solution since 2009. However, when a large national company bought its service provider, it quickly saw diminished customer service in addition to other problems. The Bozzuto team knew it was spending too much money to be such a low priority for their vendor.

The company has an 11-member IT department centered around strategic innovation and technology strategy to drive business growth, generate value for the company and its clients, while creating a competitive advantage. Part of this team includes a centralized service desk that was experiencing a workload imbalance with supporting too many voice-related tickets.

Considering that the company continues to grow — and has about 30 construction projects currently in progress — Bozzuto doesn't have time to waste on managing a phone system when paying a third-party company to manage it.

The Solution

While Bozzuto uses SD-WAN for its corporate office, it needed a straightforward VoIP solution for its properties scattered across the country. It needed a national company that could backend its solution with a responsive customer service team — a deceptively simple ask on the surface. However, it required the provider to deliver on what it said it would. They needed a team to pay attention to even the most minor details and respond timely to any issues.

After deciding to make a change, the Bozzuto Technology team quickly researched other hosted voice providers. The team interviewed several companies, including TPx, and checked references to see how the companies actually delivered on their promises. Between the level of service and the cost, Bozzuto decided to switch to TPx in 2017.

“Cost savings aside, the customer service is just as critical,” Price says. “Because we are not a voice provider, we leverage our vendor and partner as much as we can.”

The Results

The COVID-19 pandemic has impacted management companies, and they are looking to realize cost savings wherever possible. Telecom is an area where even a minor change can regularly result in significant savings. Price regularly performs telecom reviews of all locations that are not with preferred providers such as TPx.

“A reliable but cost-effective phone system is one area where savings are ripe for the taking,” Price admits. “The decision to move to TPx was a ‘no brainer.’ Once properties are evaluated, we are able to show our clients that we can move them over to a superior phone solution at a significant monthly cost savings. This has been key to the success of our partnership with TPx.”

The savings generally range from a few hundred dollars per year to several thousand dollars per year per location.

“One of the greatest moments is when we tell our clients that they will receive better service and improved quality while saving money,” he says.

Perhaps the most critical metric is the time his team saves by not having to become phone experts.

“They only need a little bit of knowledge, but we don't have to have an in-house phone expert,” Price notes. “We're able to rely on TPx to provide that skillset.”

About TPx

TPx helps businesses navigate the complicated and evolving IT landscape. As a leading nationwide managed services provider, TPx helps businesses simplify operations, optimize networks, improve productivity, reduce costs and keep IT environments secure.

