

GRS Technology Solutions Client Solution Case Study



Customer: Questel Orbit INC
Website: www.questel.com
Country or Region: United States
Industry: Software
Employees: 140

Customer Profile

Covers intellectual property needs across the innovation lifecycle and enhances the customer view by analyzing patent to extract consumer insights related to interests, activities and projects.

Software and Services

Software firm improves efficiency and communications by managing their phone setup with GRS Hosted VoIP Service.

“GRS has proved themselves time and time again that they have been and still are the best choice out there.”

John Semiklose, Services Manager, Questel

Questel Orbit INC, offers a full suite of web based services for productivity and collaboration dedicated to intellectual property with search, analysis and idea-to-asset management capabilities. Also, delivers consulting and research services, as well as online and onsite training.

Situation:

Questel Inc came to GRS with a number of problems with their communications systems that they needed a solution to. GRS determined the best path for them would be to switch to their VoIP services, hosted on cloud technology, by a user-friendly, affordable host. Voice over Internet Protocols are the range of methodologies, and the technology, involved in delivering voice communications, and multi-media sessions, over IP networks, most often the internet, rather than through public telephone networks.

They achieved better communication, over the internet, for their client, and a more simplified way for them to manage their entire phone setup. Cloud based business phone systems, in general, have become the preferred method of making business communications more efficient, and easier to manage. Existing telephone equipment is replaced by a PBX hosted on the cloud, so desk phones and smart phones connect

to the cloud and are managed from computer browsers, and mobile phone apps.

Problems Presented:

- The company's current phone system lacked the features that would potentially give them much greater efficiency when dealing with both clients and other employees, over the phone.
- The company employees had expressed their frustration about the negative impact on their productivity, due to the time wasted by their inefficient internal, and external, telephone system.
- The company had more than 30 remote users, who needed to have the same capabilities when working on their phones while out of the office, as employees within the office do.

For more information about other GRS customer successes, please visit:
www.grstechnologiesolutions.com

“GRS has upheld the highest professionalism and dedication to our needs throughout the years we have used their services.”

John Semiklose
Services Manager
Questel

- Currently, neither employees, nor managers, have any way of answering calls if they are away from their desks.
- The client also requested an easy way to blacklist, or block, spam callers.

Additional Problems Identified:

GRS Technology Solutions also identified there were numerous other benefits of being hosted on the cloud which were currently unavailable to their client, within their present system. These included: Time-based routing, Custom greetings, Ring Groups, Auto-attendants, Call recording, Call analytics, Soft phone, Virtual fax, Call queues, Music on hold, Conference bridge, and Visual dial plan editor, among others.

Solution:

After a VoIP solution was identified as best for the client, GRS evaluated that its Hosted VoIP Service, with the number of extra attributes it offers, will give the best communications solutions for their client, well into the future.

Not only would their client's immediate problems, as identified, be solved, but will bring to the company various advanced standard features with the ability to manage the system from any computer and make calls from any desktop or mobile device, and with complete data integration, they could integrate their system software with GRS communication software making sure that client information is always conveniently accessible.

Implementation:

Implementation was achieved over a short two-day period, with installation achieved both on and off-site.

Benefits:

GRS Hosted VoIP Service, has given Questel what they specifically asked for, and more. Employees now have the ability to manage their phone calls, in or out of the office; via a smart phone app. Users can modify the functionality of their device, to their own preferences, via an admin portal connected to the network. Users can now manage their own configurations on their PBX, including schedules, voicemail, and auto-attendants.

Not only has the cloud system made it easier for customers to contact the client, it means their employees can effectively turn any location into a workplace, and so reduce expenses. The system now has unlimited extensions, online PBX controls, and desktop integration.



By Jerry Roma
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GRS Technology Solutions