

A furniture manufacturer needed a voice solution that would grow with their company.

Situation

Poly-Wood, Inc., a manufacturer of furniture made from plastic lumber, **was rapidly expanding and needed to adopt a scalable voice solution with a low cost of entry.**

The company was using a traditional analog phone system that provided clear voice quality and service reliability. But with only seven lines of service, they were limited to 64 analog extensions and 32 digital lines. Basic call features like call forwarding tied up lines, and managing individual extensions was time consuming. With plans to grow past their extension limit, Poly-Wood needed to find an alternative voice solution. Unsure of the reliability of emerging VoIP technology and not prepared to mitigate the associated risks, Poly-Wood was hesitant to adopt a cloud-based solution. The decision was made to demo multiple solutions and enhance the company's network infrastructure before making an investment.

Solution

While demos and network enhancements were underway, Poly-Wood was introduced to Sharpen.

“The companies we demoed could not provide us with the service quality and reliability we wanted,” said Vice President of Design and Technology Sean Rassi. “We needed to work with a software provider who had experience building solutions for enterprise-class organizations with solid network infrastructures.”

Sharpen had a track record of success, along with significant experience developing voice solutions for enterprises with strong networks. **With all equipment hosted off-site, Sharpen could provide a low cost of entry and minimal maintenance fees and charges.** Additionally, their partnership with Amazon Web Services would provide the system security and reliability Poly-Wood needed.

“After making competitive comparisons, Sharpen became the obvious choice,” said Rassi. “Their scalable voice solution will allow us to grow without being nicked and dined for everything from setup fees to additional extensions.”

Result

Now, Poly-Wood can easily add and remove an unlimited amount of extensions. Sharpen's interactive web portal, app.Sharpencx.com, makes it easy for receptionists to see when employees are busy and direct calls accordingly. Lines are no longer tied up when forwarding calls, and features like Find Me make it easy for employees to stay connected to the business from anywhere.

"The true business value in Sharpen is connectivity. Our customers need to reach our team quickly and easily. With industry-leading software and applications like Find Me, Sharpen helps us get in touch with them faster," said Rassi.

You're good. Let's get better.

Sharpen is a cloud native contact center platform that enables customer experience teams to establish a better relationship with their customers. This global platform eliminates costly on premise hardware, increases agent efficiency and makes customers happier through frictionless interactions. Sharpen is committed to building a global community of companies who believe that a happy customer is a loyal brand advocate waiting to happen. For more information about Sharpen's products and services visit sharpencx.com or contact us at **855.249.3357**.

