



## CASE STUDY

# Property Management Company Saves Time and Money with Streamlined Hosted Phone Service

**Property management companies** face numerous challenges when managing IT services. Property managers with little IT expertise often procure telephony and Internet services without a real understanding of what services are needed for that individual property. This results in multiple service agreements with different providers, each with specific rates, fees, and additional expenses. The effect on the organization as a whole is an inefficient way of managing IT across multiple properties and an inability to optimize services for cost savings. CTG helps property management companies avoid this IT nightmare.



## CHALLENGE

A property management company in Ohio was looking for a new phone system for their headquarters. During the initial conversation, CTG also determined that the organization needed a better way to manage services across locations while consolidating billing and reducing costs.

### CLIENT FIRMOGRAPHICS

#### Number of Employees

70 at headquarters

#### Number of Locations

30,000 apartment units nationally

#### Geographic Coverage

U.S. with properties in every state

## SOLUTION

Hosted phone service will be deployed across all locations with POTS lines providing telephony service for elevator alarms and door systems.

Additionally, each site will receive Internet access through either Spectrum or Comcast, based on service availability and costs. Expense management and cost comparisons will allow for cost savings identification and billing consolidation across the entire organization.

CTG will also provide contract management of installed services. This will allow the experts at CTG to troubleshoot service issues and provide the client with visibility into current contract status.

## RESULTS

To date, the client has an estimated cost savings of \$333,000 since they began converting locations to the hosted phone system.

In addition, the contract management service provided by CTG eliminates the need for property managers to sign service contracts. This service also removes the burden on the client of managing and troubleshooting service across multiple locations.

Estimated cost savings of  
**\$333,000**