

ARIZONA

COMMERCE AUTHORITY

CLIENT: Arizona Commerce Authority

EMPLOYEES: 70

LOCATION: Phoenix, AZ

PLATFORM: Nextiva Office Enterprise

“When I call Nextiva Support, the issue is usually resolved in less than 10 minutes.”

- Chris Kontz, Director of IT and CIO, ACA

CUSTOMER OVERVIEW

The Arizona Commerce Authority (ACA), founded in Phoenix, Arizona in 2011, is the state's primary economic development organization that aims to grow and strengthen Arizona's economy through recruitment, growth, and creation. The ACA is overseen by a public-private sector board comprised of Arizona leaders in business and policy. The board is overseen by Arizona Governor Doug Ducey, and co-chaired by Brian Mueller, President and CEO of Grand Canyon University. They are joined by a group of prestigious private-sector business leaders, elected officials, and university presidents.

DILEMMA

The organization had a contract with a telecommunications company that used a third-party VoIP provider for phone service. The system worked well for the most part, but when issues occurred, it could take two to three weeks to diagnose the problem and another week to fix it. This lack of responsiveness led them to search for another provider.

RESOLUTION

The ACA identified about 10 companies that were hosted VoIP providers nationwide, and found Nextiva in their search. After compiling a list of companies for the RFP, they compared them in value, features, and pricing. Pricing, customer service, and Nextiva being a local company were key factors that impacted their decision, and ACA switched to Nextiva in July 2015.

The ACA started the implementation process by sending Nextiva a list of phone numbers and to which employees they belonged. Nextiva then assigned numbers to the correct devices and users, which Nextiva got set up before porting was complete. Nextiva Support walked Director of IT and CIO Chris Kontz through setting up the phones, then he and his IT team provisioned them, and held meetings to go over phone usage with employees.

The ACA uses Auto Attendants, Call Groups, the Nextiva App, and the NextOS Portal, which help them provide services and resources to Arizona businesses. “The service and support is outstanding,” Kontz said. “When I've called, I haven't had to wait more than two minutes for someone to answer the phone. Most of the time, the issue is resolved in less than 10 minutes, and it's certainly made our lives a lot easier in managing the phones.”

FAVORITE FEATURES



Auto Attendant



Call Groups



Amazing Service