



**CLIENT:** EagleRider  
**EMPLOYEES:** 250  
**LOCATIONS:** 80+  
**PLATFORM:** Nextiva Office Pro

## CUSTOMER OVERVIEW

Founded in San Pedro, California in 1992, EagleRider offers multi-brand motorcycle rentals, guided and self-guided tours, apparel, and service. Over 80 Club EagleRider locations nationwide provide members with access to rentals and tours, and the ability to rent bikes to attend events including Club EagleRider excursions.

The company's tours include in-state routes such as the Pacific Coast Highway riding from San Francisco to Los Angeles, and scenic cross-country trips from Los Angeles to Orlando. EagleRider also provides Ride and Stay Programs, where motorcycle enthusiasts can rent their bike and book their hotel simultaneously by staying at EagleRider's motorcycle-friendly partner hotels and motels.

## DILEMMA

The company solely had a Panasonic PBX, but with their growth trajectory, they wanted a communications system that would complement their PBX while transitioning their locations, and accommodate their expansion goals.

“ **Nextiva's been the solution and the answer to all my problems as far as getting our sites up.** ”

- Kasun Weerasinghe, Senior IT Specialist, EagleRider

## RESOLUTION

When looking for a new communications system in 2017, their IT partner, Redline Telecom, recommended they look into Nextiva as a cloud-based solution. After researching Nextiva by viewing the website and reading reviews, learning about the reliable customer support, and scalability for their growing company, they switched to Nextiva in March 2017.

Their implementation process began with two phones in their Palm Springs, CA location, and since has gradually expanded to more than 80 locations nationwide with over 100 active lines of service. The transition was simple, as they worked with Nextiva Channel and Account Managers to learn the VoIP system and switch from their Panasonic PBX to Nextiva.

EagleRider can manage their communications through NextOS. By using a single centralized dashboard for over 80 locations, they can update greetings, and adjust auto attendants or call flows without having to log in to different applications.

Nextiva's Support team has been valuable to EagleRider—as they can contact Support and get assistance quickly, saving time and increasing productivity. EagleRider has been satisfied with the quality service and support with Nextiva—which help them maintain their growth trajectory, and provide an exciting experience for their customers.

## FAVORITE FEATURES



Auto Attendant



Call Forwarding



NextOS Portal