



move  
happy

**CLIENT:** Move Happy

**EMPLOYEES:** 200+

**LOCATION:** Los Angeles, CA

**PLATFORM:** Nextiva Office Pro

“ We can absolutely  
rely on Nextiva. ”

- Tia Aleksandrova, Project Manager, Move Happy

## CUSTOMER OVERVIEW

Move Happy is a Los Angeles-based umbrella corporation that oversees four moving companies and serves more than 4,500 clients every year. For them, moving goods goes far beyond the simple act of shipping someone’s belongings from one place to another; they’re in the customer service business where happy clients are their biggest priority.

## DILEMMA

It was this commitment to their customers that led Move Happy to begin the search for a new phone service provider in early 2018. Previously, each of Move Happy’s subsidiary corporations used different VoIP-based phone systems, but none of Move Happy’s locations was satisfied with their service. They encountered issues with slow and unresponsive dashboards, underwent challenging implementation processes, and experienced poor customer service and call quality. None of the systems provided the level of service that Move Happy depended on to grow their business.

Move Happy first heard about Nextiva through Telergent, an IT partner. The NextOS Portal was the first feature that piqued their interest in Nextiva. With more research, Move

Happy recognized Nextiva as the single provider who shared their most essential value - an unwavering dedication to customer service.

## RESOLUTION

Shortly after listening to a Nextiva Channel Manager’s presentation, Move Happy decided on switching to Nextiva, officially signing in March 2018.

The implementation of seventy lines of service proved to be a seamless experience across locations. “I don’t think a lot of people even realized we switched providers; that’s how smooth it was,” said Tia Aleksandrova, Move Happy’s Project Manager. “Now, the control we have over our phone system is insane. Nextiva has been doing an amazing job to satisfy all our needs.”

Aleksandrova says one of the most heavily used features are the NextOS dashboard analytics. Due to the responsiveness of the dashboard, Move Happy is able to better track their sales strategies, call volume, and make adjustments on staffing as needed.

For Move Happy, these changes have translated directly to a newfound sense of confidence in their connection to their customers, as well a greater sense of security in their potential for growth.

## FAVORITE FEATURES



NextOS Portal



Nextiva App



Nextiva Analytics