NEXTIVA CUSTOMER SUCCESS STORY



PetRelocation

CLIENT: PetRelocation
EMPLOYEES: 41
RELOCATIONS: 260,000
PLATFORM: Nextiva Office Enterprise
♥ **FEATURES:** Nextiva App, International Calling

> **"We used to have VoIP, but now we have a total communications service."**
>
> – Tim Phillippe – PetRelocation Consultant

CUSTOMER OVERVIEW

PetRelocation is a company based in Austin, TX that keeps pets and owners together all over the world. They specialize in transporting pets from point A to point B when their families relocate. Moving pets can be a huge stress, but PetRelocation makes it simple for both owners and their beloved animals. They handle everything from pick up to drop off, including all the paperwork and doctor visits in between.

DILEMMA

The company was using VoIP phone service through Airespring, but were faced with many struggles. They couldn't route calls, there was no phone tree, and every call had to be transferred which was wasting a lot of the employees' time. Coordinating international travel requires a lot of phone time. With 3000 to 4000 calls each month and local agents all over the world, they needed a more reliable partner for their communications needs. They had been using softphones, and wanted to continue using softphones for the mobility and ease of use.

RESOLUTION

The Nextiva App provided everything PetRelocation was looking for. The App offered a phone tree, overall greater usability on the backend, a chat feature, presence, and more. The great customer support Nextiva is known for was just another bonus.

The biggest gain from switching to Nextiva was the time they got back from building an Auto Attendant and phone tree so calls could be automatically routed correctly and individuals could be easily reached without manually transferring. They also began using Nextiva vFAX, an online faxing service that is included with their phone service, without any issues.

Internal communications improved as well. Everyone in the office now uses the chat, presence, and video chat features of the Nextiva App, and they are working on learning even more about how they can use their phone system to grow their business.

They rarely need to call into Nextiva for support because the system is so intuitive and the materials and video tutorials online are so comprehensive.

IN A NUTSHELL

PetRelocation is a company based in Austin, TX that specializes in transporting pets from point A to point B when their families relocate. They average 3000-4000 calls per month to locations all over the world and require a reliable system. Their previous VoIP provider did not allow them to route calls or have a phone tree, which wasted the employees' time. They were seeking a more dependable softphone solution with more features, and decided to switch to the Nextiva App. Now the entire company benefits from using the App with the time they got back from building an Auto Attendant and phone tree. Internal communications has also improved, as they now use the chat, presence, and video chat features.