



CASE STUDY

POTS Replacement for Commercial Property Management



Ooma Helps Keep Essential Equipment Connected in High-Rise Office Buildings

The customer:

A commercial property manager operating globally, responsible for many high-rise office buildings.

The challenge:

Many buildings managed by the company are facing sharply increasing rates for POTS lines and in some cases providers are sending notifications that POTS service will be shut off.

This is a critical problem for keeping essential equipment connected, including fire alarm panels, elevator phones and emergency phones, as well as blue-light safety phones in parking garages.

The solution:

A trusted IT consultant to the company is now recommending Ooma AirDial for POTS replacement at locations where rates are rising, when locations go off contract for POTS or when POTS service is being discontinued.

There are currently 175 lines of AirDial at 12 of the company's buildings. At half of those sites, the company has also switched non-emergency desk phones in its on-site leasing and engineering offices, as well as common areas, to Ooma Enterprise UCaaS.

The consultant and the company appreciate Ooma's attention to detail in every aspect of POTS replacement, from locating lines that need to be converted to comprehensive project management during installation and continuing post-installation support.