

CASE STUDY

POTS Replacement for Hospitality



Timeshare Resort Operator Turns to Ooma When Competitors Can't Deliver

The customer:

An operator of timeshare resorts, part of a big global hotel brand, with 200 destinations worldwide.

The challenge:

The operator had tried to deploy POTS replacement solutions from two competitors, both of whom burdened the operator with unresolved technical issues, along with high prices for support and service.

During a “show down” with all three providers at the operator’s headquarters, the two competitors failed to get a fire alarm connected to their systems while Ooma passed the test.

The solution:

There are now 425 lines of Ooma AirDial supporting fire alarm panels, elevator phones, burglar alarms, fax machines and pool phones. The operator is pleased with AirDial’s reliability and the efficiency of managing AirDial units at multiple resorts through the Remote Device Management online portal.