

# CASE STUDY

Select Voice & Data

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## Empowering IT Management With Advanced Network Solutions

Enhancing operational efficiency and customer satisfaction:  
How Select Voice & Data leveraged Domotz and adopt an innovative  
network management solution





Select Voice & Data caters to government, education, enterprise, SMBs, & medical businesses that require hosted voice and network services.

Specializing in providing VoIP solutions, broadband, leased lines, and managed IT services, the company faced significant challenges in managing diverse client needs and maintaining high service standards.

This case study explores how Domotz's tools helped streamline their operations, boost customer satisfaction, and improve response times.



## About the client

Select Voice & Data offers specialized telecommunications and IT management services, including VoIP, broadband, and leased lines, primarily targeting SMEs.

Known for their reliability and efficiency, they provide tailor-made solutions that integrate seamlessly into various business operations.

Their commitment to delivering effective and timely services has made them a trusted partner in the competitive tech services market.

## The Challenge

Select Voice & Data's primary challenge was the lack of a unified tool to manage & monitor all their deployed devices & services efficiently. For smaller businesses and education, hosted voice services are generally easy to set up, but as the systems scale, the requirements for the network become more demanding.

Managed switches and backup networks become crucial when dealing with services that can be considered mission-critical for any business. As these networks become more complex, customers are generally less aware of the ramifications of moving offices, or taking a "phone" from their desk and plugging it into another desk. This led to potential service disruptions and customer dissatisfaction, driving the need for an innovative solution that could provide comprehensive visibility and control over their infrastructure.

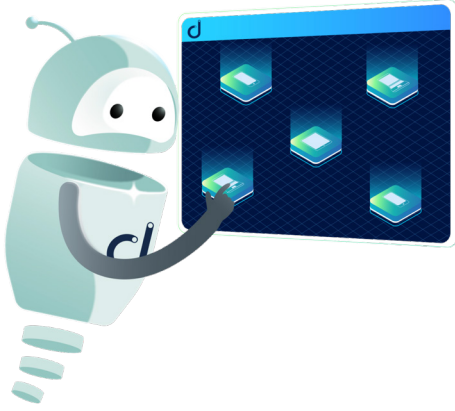


## The Solution



The company leverages Domotz to immediately understand when a phone is "disconnected" and when it appears, even if it was plugged into the wrong port. This issue was nearly eliminated through Domotz's ability to monitor and immediately alert on changes in the system.

By setting up active alerting on the phone LAN, the team gets a notification when a phone is removed, or disconnected, from the network. What makes their job that much easier now, is when the phone reappears on the network, a second notification occurs. If the phone appears on the wrong network, the team can remotely log into the main switch, and resolve the port LAN or VLAN issue, enabling the phone to be on the correct network. This all happened within a matter of minutes and no onsite visit was ever needed.



## Implementation

### Implementing the Domotz Solution

The implementation process involved deploying Domotz Boxes across various client sites, which allowed for real-time monitoring and issue detection. Select Voice & Data configured specific alerts for network & device performance thresholds to automate the troubleshooting process.

The team also utilized Domotz's public API to integrate with their existing service management tools, enhancing their ability to respond swiftly to client needs and manage devices remotely.

## Results

### Results Achieved by Select Voice & Data

- 1. Response Times:** Quick identification and resolution of issues before they impacted clients, thanks to automated alerts and remote troubleshooting capabilities.
- 2. Customer Satisfaction:** Reliable and continuous monitoring led to fewer service disruptions and a noticeable improvement in customer service ratings.
- 3. Operational Efficiency:** Streamlined operations with centralized device and network management, reducing the time & resources spent on routine maintenance.
- 4. Scalable Services:** Ability to easily add new clients and devices without compromising service quality, supported by Domotz's scalable infrastructure.



## Highlights of the Case Study

This case study highlights the transformative impact of Domotz's solutions on Select Voice & Data's operations.

By integrating advanced monitoring tools, the company not only improved its operational capabilities but also strengthened its market position. The ability to proactively manage client networks has set a new standard in their service delivery, proving that with the right tools, IT management companies can achieve higher efficiency and customer satisfaction.

Overall, Domotz offered features such as remote device monitoring, automated alerts, and network diagnostics. These enable proactive management of network issues and enhance operational efficiency. The flexibility and scalability of Domotz's platform ensured it could be seamlessly integrated with Select Voice & Data's existing systems, offering a holistic view of all client networks and devices.