



CUSTOMER SUCCESS STUDY

Wolf River Development Rapidly Scales With
RingCentral MVP.



THE CHALLENGE

Poised for expansion, Wolf River Development realized that their legacy Mitel phone system couldn't provide the modern features needed to support a distributed workforce and future growth.

THE SOLUTION

Converged Technology Professionals helped Wolf River explore cloud-based telephony options, then designed, programmed, implemented, and trained Wolf River on their new RingCentral Office platform.

A GROWING WORKFORCE WARRANTS AN UPGRADED PHONE SYSTEM

After utilizing the tribal government's legacy Mitel phone system for years, Wolf River Development Company knew it was time to move to a more modern cloud-based communications platform that would better scale as their business grew.

Operating four locations, it was no longer feasible to tie the team to their desk phones. Their current Mitel system offered little in the way of advanced features to help the distributed workforce collaborate and connect from anywhere.

Wolf River reached out to Converged Technology Professionals after receiving a recommendation from a current long-time client. They were intrigued by the holistic advisement approach to cloud communications and being able to work with Converged's consulting and account management teams throughout the evaluation, customization, implementation, and training process.

About Wolf River Development Company

Located in Keshena, Wisconsin

25 employees across 4 locations

Wolf River Development Company manages all nongaming commercial business activity for the Menominee Indian Tribe of Wisconsin. WRDC thoroughly analyzes business opportunities with the goal of generating profit on or off the reservation while also supporting the establishment of tribally owned businesses.

Usually, when you're implementing a new system, something is bound to go wrong. But Converged Technology Professionals has guided me every step of the way and the transition went really smoothly.

*Kaycee Frechette, Human Resources Manager
Wolf River Development*

RINGCENTRAL MVP STANDS OUT AMONG UCASS COMPETITORS

Converged Technology Professionals evaluated Wolf River's communications needs and found that they had never administered their own systems, including phone, up until that point. That was a problem since their management team oversaw multiple businesses in and around the reservation, making flexible mobility a priority. This was a big reason why they wanted to separate themselves from the tribe's legacy PBX platforms and operate independently.

It was also imperative that Wolf River's new platform provide modern functionality for its users to stay connected while also being intuitive and uncomplicated to operate. RingCentral Office became the obvious choice because of their status as a Gartner Magic Quadrant leader, excellent uptime and functionality, plus the Converged team being 1 of 3 nationwide partners that were able to perform the implementation in-house.

I have enjoyed working with Kaycee and seeing her really dig into learning the management aspects of the RingCentral MVP platform!

*Nicole Brusich, Technical Account Manager
Converged Technology Professionals*

ACCOUNT MANAGER TAKES WOLF RIVER FROM A THROUGH Z

Once it was time for the implementation, Frechette worked with Nicole Brusich, her designated Technical Account Manager from Converged Technology Professionals, on every aspect of the project. Nicole provided extensive guidance and support to ensure proper setup of customized features and functionality that aligned with Wolf River's needs.

The implementation process was completed in a short amount of time

Nicole's a great trainer and I value our relationship. Other vendors we deal with, we're not able to just call them and get help like we can with Converged.


*Kaycee Frechette, Human Resources Manager
Wolf River Development*

NEW SYSTEM DELIGHTS AND GROWS WITH THE TEAM

Now more than double their size since migrating to the cloud system, the Wolf River team loves how RingCentral has helped them step into the world of modern communications. Initially, all they wanted to do was manage their operations independently, but they have since discovered many new perks and benefits of having a cloud-based UCaaS technology.

Here are just a few of their unexpected benefits:

- Voice extensions for every employee boost efficiency and makes it much easier to call between locations and users. This is especially helpful for employees who work in multiple locations throughout the day.
- The crystal-clear call quality on RingCentral, combined with the ability to stay connected via smartphone or other digital devices, makes their growing team agile and ready for the workday.
- Being able to schedule video calls with just a few clicks inside an app is a major advantage that is used frequently.
- The convenience of chats, even after hours away from the reservation, is a major benefit that helps their team feel connected.



The mobility of our new system is great, and we love the RingCentral app. It allows us to be at different locations and still conduct business without having to be at our desks.

*Kaycee Frechette, Human Resources Manager
Wolf River Development*



Today, with the support of a new platform, the entire Wolf River organization is more productive, efficient, and connected.

Would you like to learn how moving to a cloud-based phone system can help your business? Contact us for more information.



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