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Summary

- Business service provider saves almost 90% per month with RingCentral.
- Every employee now has faxing capabilities that are also integrated into their custom application.

Highlights

- 20 employees
- Based in Burbank, CA

Industry

- Business services

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Business loses PBX and high costs—gains versatility, functionality, and 90% savings

Ethical Management Solutions is a debt settlement service provider based in Burbank, Calif. The 20-person company recently relocated to a new office and needed a phone system. They had been using a Verizon PBX system but couldn't take it with them since Verizon doesn't provide service to the new area. They also wanted to go with a different option.

IT Director Ben Brown researched several VoIP companies for the new phone system and received a quote from one VoIP provider that was even more expensive than their existing PBX system. Brown explained, “They wanted \$17,000 for their system, and I had to do it myself in terms of administering it, so that wasn't quite enough.”

He decided to try RingCentral out in a test office the company has in Texas. “We tried it out, and it worked out beautifully—easy to deploy, complete clarity, no issues. It worked fine. Then we moved it to the home office.” And they've been happy with their decision ever since.

By going with RingCentral, they've reduced their telecom costs drastically. Brown explained, “The cost savings was enormous. It was less than a fifth of what I paid before for phone usage. With all the various lines, we were paying \$8,000 to \$9,000 a month. That's down to a little over \$1,000 a month for far greater service.”

On top of huge savings, getting a versatile and feature-rich system was equally important to Brown. He said, “A lot of the decision to go with RingCentral had to do with the features that were available with it. We needed more things to be done like being able to manage it directly. I can manage it with a Web browser. I can do all the changes myself in minutes.”

Faxing is also an essential part of Ethical Management Solutions' business. They send thousands of faxes each month. They had been using eFax but ran into problems with limits to the number of users they could have on the account. Brown said, “Even with a paid eFax account, the most you can get is five users. Now, with RingCentral, everyone can do it.”

In addition, Brown was able to integrate RingCentral faxing right into the application they use for their business. Employees can easily send faxes and automatically store the record in the client's file, which is very important for their business. Brown explained, “We programmed our main application to interface with RingCentral. It makes it easy to fax directly from the application.”

Call queues were another necessary feature for Ethical Management Solutions. They were using this feature to distribute incoming calls with their existing PBX system and knew they needed it at their new location. Brown said, “It was something we were most concerned about. It was very easy to set up that function with RingCentral. It was actually more versatile than our PBX.”

When he has any questions, Brown said, “Tech support has been really good. I can instant message or call and get a resolution usually within 5-10 minutes.”

Not only does Brown use RingCentral for his company and his home office, he also advises his friends do the same. He said, “I personally recommend RingCentral. I love the service and wanted to tell my friends.”