

Lakeview Professional Services, Inc.

Lakeview Professional Services Demolishes its On-Premise PBX

Company profile

Lakeview Professional Services is a human resource management company that provides accounting, consulting, and safety services for residential construction companies.

Year founded

1975

Website

www.lakeviewpro.com

Headquarters

Corona, CA

Size

130 employees

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—Jerry Crowther, Vice President

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Building employee resources

Lakeview Professional Services provides human resource management, accounting, consulting, and safety services for residential construction companies. Based out of Corona, CA, it has been a family-owned business since 1975 and now has 130 office employees in 6 different locations and hundreds of remote construction employees spread across three states: California, Nevada, and Arizona.

Leveling the problems

Prior to using RingCentral, Lakeview used a Nortel PBX system that dated from the 1990s. The system became difficult to maintain, requiring an external technician for all servicing. This became very expensive and inconvenient. The voicemail system set in place was also difficult, because it relied on a hard drive and had to be replaced over time. MCK units needed to be used as well to convert phone signals to IP traffic to get calls out to remote sites. These expensive units were costing \$1,500 a month and became outdated and eventually useless.

Constructing a new solution

Lakeview's Vice President, Jerry Crowther, decided to switch to RingCentral after seeing the cloud-based system firsthand at a business owned by a friend. “I was somewhat tentative about taking the leap and getting a new system, but everything worked out,”

Crowther says. “I consider myself a tech junkie, so it seemed like a logical progression to get off of this old PBX system and start doing IT telephony.”

The decision to switch to RingCentral was made, and it was an easy transition—despite the employees and offices being dispersed. Crowther says, “Once we transferred the numbers over to RingCentral, we just shut off the old PBX system, and everyone was using their new RingCentral phones. There was a bit of a learning curve, but everyone is happy with it now.”

Making connections while saving money

Now that all 6 of Lakeview's offices are connected on one phone system, communication has become faster and easier. The Auto-Receptionist feature, along with each employee having a direct line, has led to employees and customers alike spending less time waiting and more time talking to whomever they are trying to reach.

Along with the practical features, RingCentral has shown Lakeview the financial benefits of switching to a low-maintenance cloud phone system. “With RingCentral, we are saving \$2,300 a month, and with our old PBX system we were paying more than that for our line access alone,” says Crowther. “More importantly, we now have a reliable phone system, thanks to RingCentral.”