



## Next Level Security Systems Expands Business, Improves Customer Service by Replacing On-premise Phone System with RingCentral

### Company Profile

Next Level Security Systems is a physical security company focused on developing a new breed of networked security solutions.

### Year Founded

2009

### Website

[www.nlss.com](http://www.nlss.com)

### Headquarters

Carlsbad, CA

### Size

35 employees

### RingCentral customer since

January 2013

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**– Brent Cowing, Senior Systems Engineer at Next Level Security Systems**

*“With RingCentral we were able to create different tiers of support, and customers can contact us directly. I knew that we were going down the right path with RingCentral, and now our customers can testify to this as well.”*

**– Brent Cowing, Senior Systems Engineer at Next Level Security Systems**

### Providing physical security via hardware, software

Lead by a team of seasoned security executives, Next Level Security Systems is a physical security company that focuses on designing and manufacturing hardware and software products for the physical security industry. Next Level enables enterprise-class security performance with a cloud-based solution for companies of all sizes. Based in Carlsbad, California, the company was founded in 2009 and has 35 employees throughout the U.S.

### Cost, scalability key issues

Prior to using RingCentral, Next Level ran its phone system through an on-premise phone system designed for small businesses. However, once the company started to grow, it found that the system wasn't easily scalable. “Essentially we ran out of licenses. So as we hired new employees we couldn't give them phones because we didn't want to pay an additional \$10,000 to add 45 users as part of an upgraded system,” remarked Brent Cowing, senior systems engineer at Next Level Security Systems.

This problem was even more evident when the company expanded its employees to regions outside of its headquarters. “I tried providing phones for our remote users, but it required a huge outlay in cost for the hardware needed to set it up,” explained Brent. “This cost combined with the fact that we would need to rely on an on-premise phone system specialist to maintain and manage the system was a deal breaker.”

### Expanding made simple

With expansion inevitable and the increasing costs of staying with an on-premise phone system, Next Level began searching for alternative phone solutions.

“We limped along as much as we could with an on-premise phone system, but I knew that I wanted something that was scalable and flexible with the ability to manage the system remotely,” stated Brent. “RingCentral made it super easy. All I had to do was order the phones and they arrived the next day. It was really as simple as ‘unplug and replace,’ —we unplugged the phones and plugged in the RingCentral phones.”

It's also easy for Next Level to expand as needed. When it hires a new employee, it simply requests RingCentral send a new phone and adds the new hire to the system via the PC web portal, tablet or smartphone.

With RingCentral, Next Level's remote employees are also able to stay better connected to customer and colleagues within one phone system. “Every single user has a direct dial number, direct fax, SMS text messaging, and the ability to forward calls how they like,” explains Brent. “The system is very intuitive, and it is simple to log in and get what you need done.”

### Customer Support

In addition to cost reduction, scalability and simple management, Next Level Security Systems is also able to provide better customer service. “In our industry, people are used to receiving customer service from half way around the world. With RingCentral we were able to create different tiers of support, and customers can contact us directly,” explains Brent. “I knew that we were going down the right path with RingCentral, and now our customers can testify to this as well.”