

Partner Success Story: French Technologies

Summary



Company Name:

French Technologies



Industry:

IT Services & Telecommunications



Location:

New Beith, Queensland Australia,



Business Challenge(s):

- **Support and customer service from incumbent vendors, visibility and control of third-party phone systems.**



Technology Solution(s):

- **Wholesale VoIP and Wholesale Internet**



Business Result(s):

- **Improved customer communication and satisfaction**
- **Efficiency with administrative tasks**
- **Greater visibility and control to manage systems**

Finding the right voice partner

French Technologies is a local, family-owned telecommunications IT business that provides clients in various industries with the latest technological solutions. As a small business themselves, French Technologies understands the importance of having reliable services, regardless of whether you're a major corporation or a start-up with little more than an initial idea.

Company leaders pride themselves on the variety of hands-on services that French Technologies is able to provide for their clients. Their personal approach to customer service is what sets them apart. 'If clients come to us, they can talk to us directly,' said Nikki Stuart, Co-Director of French Technologies.



Being held back

French Technologies felt like they were going nowhere with their incumbent voice provider. They were struggling to get things done for their clients because their service provider was often unresponsive and lacked support for any issues. Reflecting on how even the simplest requests could take hours, Nikki added, 'There's constant calls, there's constant emails, and we're just not getting anywhere.'

French Technologies couldn't provide quick, comprehensive IT support because of delays from their incumbent voice provider. With her co-director Damian Although they weren't to blame, they were responsible. Client feedback showed that the situation at French Technologies had become untenable. No matter how hard they worked, the constant delays from their external partners ate any margin, leaving them perpetually behind.

When they began looking for new options, the prices were astronomical and often tailored to much larger companies. Unable to buy only the services they needed,

Overcoming challenges

A serendipitous moment

As French Technologies was searching for a provider that would align with their work ethic and goals, a Hosted Network partner suggested getting in touch to see whether Hosted Network would be a good match.

In addition to Hosted Network's outstanding VoIP services, French Technologies loved the idea of the Hosted Network Partner Portal, which would eventually help them eliminate many of the issues from their incumbent voice provider. The portal allows French Technologies to make quick changes and troubleshoot concerns on their own.

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Nikki Stuart

Co-Director, French Technologies

Benefits

Making the move to Hosted Network

French Technologies found that getting up and running with Hosted Network's voice system was hassle free for them and their clients. Hosted Network was often one step ahead by identifying potential issues that could have prevented a smooth VoIP implementation for French Technologies.

After dealing with a sluggish service provider whose only accolades were Champion of Phone Tag and Most Unanswered Voicemails, Nikki was thrilled to have an attentive partner to help French Technologies grow. The ease and convenience of the system, overall, was just 'less stressful, and you're keeping your customer happy and giving them the service that they expect.'

Having their backs

Operating with just two people does have its difficulties, but disruptions were minimal thanks to the ongoing support and immediate assistance from Hosted Network.

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Nikki Stuart

'Damian said that even though the issue is with [our] phone system... you guys [at Hosted Network] will still support him and help him out,' Nikki emphasised.

The provider they used before would often refuse to assist on problems that they perceived to be internal to French Technologies. According to Nikki, 'It was a case of "Oh, no, it's not on our end. It's your end."' Nikki loves that Hosted Network has the opposite philosophy instead of leaving them to flounder.

Swift responses

The previous provider French Technologies had used for their IT needs didn't exactly set a high bar, but Hosted Network outperformed them by leaps and bounds. Nikki recalled the rapid speed with which Hosted Network filled their order. 'It was like bang! Hang on; I'm not used to this efficiency. What is going on?'

With the impressive support and services provided by Hosted Network, French Technologies has been able to deliver the timely solutions that their customers deserve. Customer satisfaction and feedback has improved since partnering with Hosted Network, further proving the universal fact of business that the only thing worse than waiting on someone else is waiting while you're losing money. With requests being addressed immediately, French Technologies can now focus on providing the exceptional customer experience that has always distinguished them from competitors.

Moving Forward

What's next for French Technologies?

Although still under the contract of their initial service provider, French Technologies plans to smoothly transfer all of their clients to

Hosted Network's VoIP system as soon as possible. For now, French Technologies is expanding and focusing on transitioning more customers to a 3CX system.

Now that they're at least partially free of their former provider, French Technologies is able to evolve as a small business instead of wasting all of their energy treading water. Instead of dragging them down or just keeping them afloat, Hosted Network brought the proverbial bigger boat and has empowered French Technologies to build their company.

"We've moved forward and probably shocked Hosted Network, a little bit, with all the services that we do [for our clients], with how many services we are bringing over [to Hosted Network]."

After her firsthand experience with Hosted Network's superior customer service, support, and flexibility, Nikki wouldn't hesitate to recommend them to businesses of any size that are seeking a new IT service provider. Prior to discovering Hosted Network, French Technologies were struggling to find a cost-effective IT services provider that was interested in forming a partnership instead of just opening another routine contract. For companies thinking of making the jump, Nikki only has one thing to say: 'Give Hosted Network a try.'

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Nikki Stuart

About Hosted Network

Everything we do is based around building solutions for our partners to enable them to grow and succeed.

Starting off as a traditional MSP in 2003 and launching a number of direct to market cloud offerings, we quickly gained traction in the SMB market and were approached by a number of other MSPs asking if we could provide our services at a wholesale level.

We quickly realised a gap in the market for wholesale cloud services designed for MSPs to grow their service offering and reach new markets.

In 2013, Hosted Network transitioned to an entirely channel-only model, working hand-in-hand with MSPs to grow their business and win new deals.

Since then, our success is credited to and driven by the success of our partners. This has led to us adopting a simple mantra of **BUILD – GROW – SUCCEED**. Building successful partnerships and solutions, growing together, succeeding together.

For More Information:

To find out more about Hosted Network products and solutions, please visit



Call our friendly Sales team on
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