

Kalgoorlie IT Turns VoIP from a Support Drain into a Scalable Solution with Hosted Network's Managed VoIP Bundles

Challenges

Kalgoorlie IT supported a growing number of small business clients who were ready to modernise their phone systems. However, previous experiences with telco providers had been challenging for both the MSP and their customers.

- Unreliable call quality and recurring outages had left end users frustrated.
- Hidden fees and unclear pricing made quoting difficult and damaged trust.
- Small deployments consumed disproportionate time, making voice hard to deliver profitably.
- Slow or unhelpful support left Kalgoorlie IT carrying responsibility for issues they did not cause.
- For Kalgoorlie IT, voice needed to be easier to deliver, predictable to support, and aligned with the way they work as a partner led MSP.

About Kalgoorlie IT

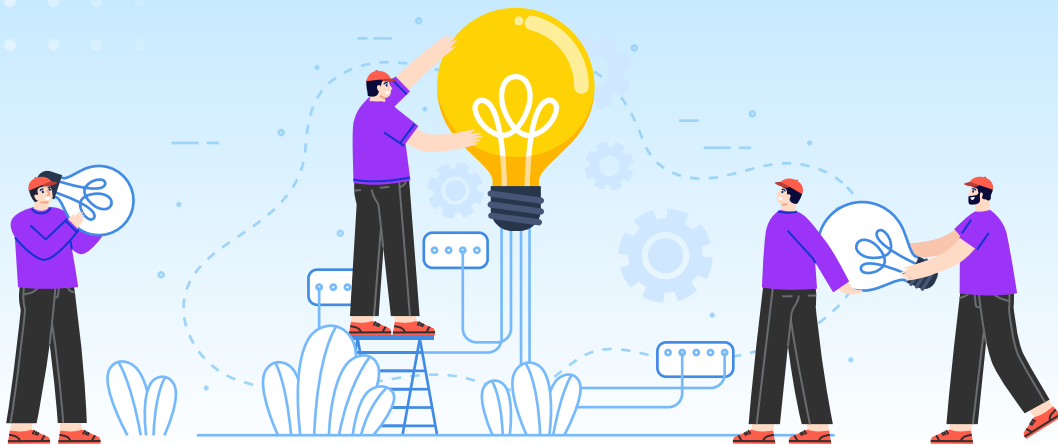
Kalgoorlie IT is a locally owned MSP that has supported businesses across the Goldfields since 2011. With a ten person team and deep local roots, they deliver managed IT services, network infrastructure and ongoing support for sectors like legal, medical, engineering, and mining. Known for being practical, reliable, and community focused, they specialise in simple technology solutions for small business.

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“It all comes back to Hosted Network's support team. Without that, we would've thrown in the towel years ago. They made VoIP something we could scale confidently. Since we put their system in, we haven't heard a single bad word about it.”

Ieuan Whelan
Senior/Network Technician
at Kalgoorlie IT



Solution

Kalgoorlie IT partnered with Hosted Network to streamline its voice service delivery across a diverse end user base. After identifying recurring frustrations with legacy telco providers (hidden costs, complex billing, and unreliable support) they needed a platform that would make VoIP simple, transparent, and profitable to resell.

Hosted Network worked with Kalgoorlie IT to streamline the entire deployment process, providing:

- Flat-rate monthly pricing per handset, eliminating bill shock and enabling confident quoting.
- Keep existing phone numbers with smooth, fully managed number porting.
- Bring Your Own Handsets where suitable, reducing upfront hardware cost.
- Enterprise-grade features included, such as voicemail to email, call forwarding, conferencing and Do Not Disturb.
- Optional hardware add-ons like cordless phones, headsets and conference units.

Proactive partner support, acting as an extension of Kalgoorlie IT's own technical capability.

The real-time communication between Hosted Network and Kalgoorlie IT kept the end users informed at every stage of implementation. This responsiveness helped cement trust with Kalgoorlie's voice customers and reduced friction during transitions from previous providers.

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“The customisation is definitely top tier... it's a flat bill. You know what you're paying for. There's no hidden costs. How many phones do you want? Five? That's five bundles. We can quote it right away without digging through pricing sheets.”

Ieuan Whelan, Senior/Network Technician at Kalgoorlie IT

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Results



Lower Support Demand

Reliable call quality and consistent setups reduced reactive troubleshooting.



Profitable and Predictable

Flat monthly pricing made voice a stable, margin-positive service.



Streamlined Delivery

Quoting, deployment and management became faster and more consistent.



Better Client Experience

Phone systems simply worked, leading to fewer complaints and stronger confidence.



Scalable Voice Offering

Kalgoorlie IT now includes voice more comfortably across managed service

Hosted Network's Managed VoIP Bundles

Hosted Network's Managed VoIP Bundles provide a simple, fully managed phone system with predictable monthly pricing per handset. Clients can keep their existing numbers, use their current handsets or add new hardware, and access enterprise features without extra complexity. All configuration and support is handled collaboratively with Hosted Network, ensuring a smooth setup and ongoing reliability, making voice easy to quote, deploy and maintain, supported by a team who understands MSPs.



Get in touch with us!

To learn more about how Hosted Network can help you with your end customer voice needs, get in touch with us via phone at **1300 781 148** or email us at sales@hostednetwork.com.au