

SOLVING PROBLEMS:

How Wanify's Customer Service Focus Saved LSA's Communications

A focused product line offering helps Wanify deliver the very best in customer service to its clients, which meant a series of problems solved for LSA.

THE NEED:

LSA was looking to modify its systems to accommodate a multi-location environment, and turned to its network administrator Steven Beckwith to handle the design. Beckwith went to VeloCloud, but after discovering its customer service wasn't what he'd hoped it would be, he knew he needed something else: VeloCloud's stellar technology, but with a more personal level of service.

THE ACTION:

Beckwith turned to Wanify. The company's expertise in software-defined wide-area networking (SD-WAN), and specifically VeloCloud's SD-WAN, allowed it to address LSA's needs with a high-touch experience.

But Wanify brought more to the table than just SD-WAN. It provided **custom, personalized support for LSA**. Wanify stayed with LSA through managing its WAN, and remains a valued technology partner today.

THE RESULTS: Beckwith noted an almost night-and-day difference between Wanify and VeloCloud's approach to customer service. While VeloCloud's customer service approach was "we'll get back to you," Wanify was actively solving problems, including some that Beckwith hadn't anticipated.



A **Walker study** notes that customer experience will beat pricing and product as the key differentiator for brands by 2020.

Wanify went the extra mile to accomplish a wide range of tasks, including:



a substantial amount of discovery work



establishing circuit provisioning operations

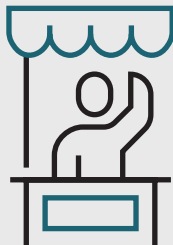


solving a problem with another provider that had been plaguing LSA for nearly two decades

Wanify focused on the problems at hand, not on making the sale.

“And Nick [Prosser, CEO, Wanify] is responsive and smart. He did a whole bunch of discovery work for me and never got paid for any of it, but he kept helping me out with circuit provisioning and trying to get out from under a previous, awful phone reseller that was a thorn in my side since 2001.”

- STEVEN BECKWITH, NETWORK ADMINISTRATOR, LSA



A **Gartner study** notes that over half of organizations will change their entire business model specifically to address issues of customer experience.

Wanify delivers solutions to problems, not a focus on its own bottom line. If you're ready to discover what a difference the best in customer service can make, then it's time to get in touch with us today.