

Total Connect NowSM Case Study:

TeamLogicIT Morristown

The Business Challenge:

TeamLogicIT of Morristown, located just 40 miles west of midtown Manhattan, is an award-winning franchisee known for always striving to “go the extra mile” for clients. The team led by Todd Harrell, maintains razor-sharp focus on the business needs of their Small and Medium-sized Business (SMB) clients. With each new client engagement, Todd and his team assume the role of trusted technical advisor to deploy the right mix of technologies and services to satisfy high-value business needs. For this reason, TeamLogicIT continues to add new clients year over year. In this highly competitive business, TeamLogicIT’s continued success is also the result of being forward-looking by seeking out leading solutions in advance of market needs.

In the Spring of 2013, TeamLogicIT canvassed the marketplace for a new business-class unified communications solution that would be ideally suited to its clients; a highly configurable service that would be scalable, feature-rich, architected to deliver high voice quality, business continuity, and that would be sold and supported as a business-class managed service. TeamLogicIT also wanted a subscription-based service that would conform to their recurring revenue business model.

The Solution:

TeamLogicIT became a Unified Office Connected Reseller in mid-2013 because of the deep VoIP knowledge and expertise of the team and fact that the Total Connect NowSM communications service exceeded all requirements as a turn-key business-class managed service. Unified Office’s unique patent pending, hybrid cloud architecture provides a highly resilient call routing and switching core for outstanding voice quality, exceptional business continuity, along with an on-premise appliance to enable SMB clients to communicate seamlessly between office and remote/mobile employees. The managed service component of Unified Office, monitored and cared for 24 hours a day, 7 days a week, was also unmatched.

The Result:

TeamLogicIT has been able to proactively address clients’ business needs, by delivering a complete suite of IT managed services including Total Connect Now, the award-winning business-class unified communications service. This translates directly into incremental growth in recurring revenue and profitability for TeamLogicIT, and increased customer satisfaction. “Our partnership with Unified Office allows us to concentrate on providing high value, reliable business-class communications to our

SMB clients, with unparalleled customer support. Having peace of mind with Unified Office's managed services allows us to focus on our core business and customers," said Todd Harrell, President TeamLogicIT Morristown NJ.

Click [here](#) to view this case study on our website.

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