

LOCATIONS: 1 Main Facility Serving thousands of homeowners and businesses throughout the St. Louis MO area

USERS: 26

INDUSTRY: Heating & Cooling Services

SOLUTIONS: MPVEX PBX in the CLOUD, Spectrum Internet, Verizon Mobility, Metropark VCP Consolidated Billing



Metropark

Goldkamp Heating & Cooling Relies on Metropark To Greatly Improve Communications With Customers And Simplify Vendor Management & Monthly Billing



CASE STUDY

IN BRIEF

PAIN POINTS

- Very High Monthly Costs
- Complicated Technology
- Antiquated PBX & Phones

GOAL

- Simplify All Communications
- Install PBX in the CLOUD
- Navigate Mobility Issues
- Consolidate Billing

“Metropark is a great company to work with. They are quick to resolve problems and everyone there is easy to work with. They work well with our IT company to get any issues resolved quickly. I highly recommend them.”

Lynn Luley
Office Manager

SNAPSHOT

Goldkamp Heating & Cooling is a customer focused heating and air-conditioning company that started in 1999. Located in Florissant, Missouri, they employ highly trained people whose goal is to make the company the best service company in the St. Louis area. Goldkamp specializes in designing, engineering, and installing complete comfort systems for owners of existing homes and buildings.

SOLUTION

It was imperative to replace Goldkamp’s obsolete premised based phone system with a system that would allow the employees to be in constant contact with their customers and vendors. This meant they needed to conduct business during all times and all places. They chose the MPVEX - Metropark’s Voice Exchange as it allowed for employees to work from the office, home, or during travels throughout the metropolitan areas. The new communication system provided many new features that Goldkamp was wanting and needing. Since Metropark provided the entire communication solution including the Internet and mobility at a price which was very reasonable to the monthly budget, it was an easy choice to go with Metropark.

Goldkamp Heating & Cooling needed to be constantly available 24/7 with their customers, so the Goldkamp staff needed an efficient way to navigate through the many different telecom vendors and mobility carriers. They were very happy to turn over the management of those vendors to Metropark’s Vendor Consolidation Program (VCP). Soon after, the busy Goldkamp management staff could rest easier knowing that Metropark’s team of experts were always on top of any issue, including resolving the confusing telephone company monthly billings, which were all consolidated into one easy-to-read Metropark invoice.

