

LOCATIONS: HQ in Washington MO and branch operations throughout the United States

USERS: 60

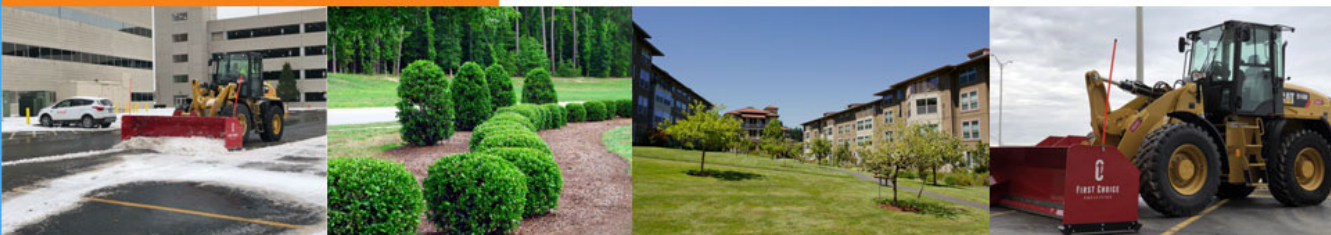
INDUSTRY: Facilities Management

SOLUTIONS: MPVEX PBX in the CLOUD, Metropark AT&T Mobility, Spectrum Internet, Metropark VCP Consolidated Billing & Management



Metropark

Leading Facilities Management Company Grows Nationwide with Metropark Voice Exchange and Metropark Mobility



CASE STUDY

IN BRIEF

PAIN POINTS

- Mobile App Issues
- Customers Not Call HQ
- Billing Nightmares
- Limited and No Support
- Ongoing Issues & Losses

GOAL

- Install PBX in the CLOUD
- Upgrade Data Internet
- Get Reliable Softphone
- Decrease Time Losses
- Consolidate Billing

SNAPSHOT

First Choice Facilities, LLC is a provider of exterior facility maintenance to companies across the United States. First founded as a self-serve landscape and snow management company, First Choice Facilities quickly gained traction nationally. After over 10 years, the company has grown to service thousands of locations across the United States and has expanded their offerings from basic landscaping to full exterior maintenance.

SOLUTION

First Choice Facilities needed dependable phone and mobile systems to communicate with clients during emergencies and daily operations. However, as the company grew, its outdated phone system and mobility solutions couldn't keep up. Managing multiple vendors and bills for their expanding mobile needs also became a major hassle. To address these issues, they worked with their Metropark Account Rep, Todd Candela, meeting several times to pinpoint the key problems with their existing phone system and its poor integration with mobile devices. By switching to Metropark's PBX in the Cloud, these challenges were resolved, allowing clients to easily reach managers no matter their location.

In the facilities management industry, constantly changing mobility devices can be a nightmare for business owners, leading to multiple bills and device-related headaches. By adopting Metropark Mobility and Metropark VCP Consolidated Billing, First Choice Facilities simplified everything—now enjoying a single monthly bill and one point of contact for any vendor, device, or network issue.

"Metropark has made it very easy for us to manage only one bill instead of multiple. Plus their quick response times to any issue we have is extremely helpful. Also there is a lot of time savings as we do not have to personally handle our many phone exchanges and purchases."

Kayla Loesch
Vice President of Finance
First Choice Facilities

www.metropark.com