

CASE STUDY

POTS Replacement for Property Management



Struggling with an Inadequate Solution Before Switching to Ooma AirDial

The customer:

A large residential property management firm with a portfolio of 250 apartment communities across the western United States.

The challenge:

The customer recognized that existing POTS lines were becoming increasingly expensive and less reliable for a wide range of critical systems including fire alarm panels, building and gate entry systems, emergency call boxes, elevators and pool phones.

An initial experience with another provider of POTS replacement was a failure, because the vendor didn't provide fully configured units, didn't give support during installation and was unwilling to assist with compatibility issues.

The solution:

The customer switched to Ooma AirDial because of Ooma's white-glove support and advanced features, including a remote management portal that makes it easy for the IT team to monitor AirDial units in real time across multiple locations.

Ooma's professional installers have now converted 2,000 POTS lines to AirDial, saving hundreds of thousands of dollars per year and significantly reducing the customer's concerns with life safety equipment going offline without the IT team's knowledge.