



Case Study: Veteran Garage Door Service

Owner

Amir Ehrmann

Website

dallasveterangaragedoors.com

Industry

Garage Door Service

Headquarters

Dallas, Texas (USA)

Employees

6

Business Environment

If you've ever lived in the Dallas, Texas area, then you know how to appreciate a good storm. Unfortunately, they can get pretty intense and regularly cause some serious damage to homes and businesses. One of the most common types of damage occurs to garage doors, often resulting from trees or large branches coming down. In 2011, Amir Ehrmann opened Veteran Garage Doors to provide garage door service in the Dallas Fort Worth metro area. At Veteran Garage, Ehrmann aims to offer the highest quality parts and best service in town.

Critical Issue

The challenge was to advertise in the entire metro area of Dallas Fort Worth, which contains more than 50 incorporated cities, and each city needing its own phone number for its website.

Business Challenge

Ehrmann knew that VoIP would offer him the best options for his business, but his first service provider wasn't quite satisfactory. The problems were:

- Too high of a cost per phone number
- Extra charge for recording calls
- Inability to seamlessly access the calls that were recorded
- Retrieving the recorded call files from our providers website sometimes took hours

Solution

With VirtualPBX, the overall price of the service Veteran Garage Doors needs is finally affordable, and adding more phone numbers is simple and does not require any tech support.

"What has truly impressed us is having the option to have all the calls automatically recorded," Ehrmann said. "Initially we were only looking to satisfy our need to track promotion endeavors and website activity based on the phone number the customer dialed, but as it turns out, VirtualPBX was able to resolve two pain points."

The VirtualPBX call recording feature is flexible enough to allow each employee to control recording for either his or her own extension or for the system as a whole. Ehrmann is also able to choose which employees he wants to be able to access recordings after the call. Employees with access are able to playback, download, sort, or delete their recordings.

"VirtualPBX offers great customer service and can offer help within minutes for any questions you have." Ehrmann continued. "We are very pleased with the ease of use for the entire system."