

## CUSTOMER EXPERIENCE

"ISN's phone system makes it much easier to manage all of our job sites. I especially like that ISN manages the phone system for us. They're a great technology partner."

**Brad Meltzer**  
President  
KM Plaza



### CUSTOMER

- ▶ General Contractor - Construction
- ▶ Miami, Florida

### IT OBJECTIVES

- ▶ Connect multiple remote locations
- ▶ Better call handling
- ▶ Easy adds and moves

### SOLUTIONS

- ▶ ISN IpPBX and Polycom IP phones
- ▶ Managed Hosted IP phone system
- ▶ Broadband T1 Access
- ▶ Unified messaging | ISN iFax

### KEY BENEFITS

- ▶ Multiple location networking
- ▶ Simplified dialing between sites
- ▶ Outsourced system management
- ▶ Web based administration
- ▶ Keeps up with business expansion
- ▶ Peace of mind



### A SOLID FOUNDATION

KM Plaza is reshaping the Miami skyline with soaring commercial and residential structures. Its high profile projects have earned the fast-growing construction services company an enviable reputation. To better manage its expanding operations, the company began to evaluate new phone systems that could help it stay in touch with multiple job sites throughout South Florida.

### RETOOLING VOICE

The hosted solution of ISN came out on top after KM Plaza's thorough review of their options. The managed IP phone system provides all the features a large enterprise would expect, but at much less cost than purchasing and managing an on-premises system. It's easy to add remote IP phones wherever they are needed - at its Miami job sites and their financial partner's offices in New York. KM Plaza isn't bogged down dealing with technical issues, multiple carriers, or phone system maintenance. ISN even provides all system and feature upgrades at no cost.

### SET IN CONCRETE

ISN provides the IP Phones that are plugged in to the data network at KM Plaza's Miami headquarters and at all of the job sites. ISN's Broadband Internet Access connects each site to the hosted ISN IpPBX where all the calling features are implemented. The Find me Follow me feature, for instance, allows



executives to be reached on the road, at home, or while visiting a job site - they never miss an important call. Simplified extension dialing between KM Plaza locations makes it quick and easy to reach colleagues. And everyone appreciates being able to retrieve voice mail, faxes and email from a single inbox.

### BUILDING THE FUTURE

Not only do KM Plaza's IP phones plug into any data wall port, but anytime a new phone is added it synchs up automatically with the ISN IpPBX for immediate use. A web interface to the ISN IpPBX management portal makes it easy to implement moves, adds and changes. In fact, these admin tasks are done with just a few mouse clicks.

### THE SKY'S THE LIMIT

As KM Plaza continues to build Miami's skyline, ISN's IpPBX will continue to support their expansion. The flexible, enterprise-class phone system makes it easy to stay in touch and manage large scale projects across our vibrant city.