

COMPANY CASE STUDY

Integrated Solution Services's Seamless Transformation, Revolutionizing Communication for RE-MAX Platinum



CLIENT OVERVIEW:

RE-MAX Platinum, a real estate firm based in Michigan, operates across six locations and employs up to 250 real estate agents. Frustrated with their unresponsive telecommunications partner, RE-MAX Platinum sought a more supportive and cost-effective solution to meet the diverse needs of their agents.

CLIENT CHALLENGE:

The existing telecommunications partner lacked responsiveness and support, hindering RE-MAX Platinum's ability to fully leverage their phone system. Additionally, the significant age difference among agents necessitated a simple yet sophisticated solution that could be easily adopted across multiple locations.

INTEGRATED SOLUTION SERVICES'S INVOLVEMENT:

Integrated Solution Services engaged in extensive meetings with RE-MAX Platinum to understand their unique challenges and requirements fully. Recognizing the need for sophistication in features while maintaining simplicity for widespread adoption, Integrated Solution Services collaborated closely with the IT team to tailor a telecommunications solution that met these criteria.

BUSINESS IMPACT:

- **Cost Reduction:** Integrated Solution Services's solution enabled RE-MAX Platinum to reduce their monthly expenses from \$8,500 to a more sustainable and cost-effective model.
- **Ease of Adoption:** Real estate agents found the platform easy to adopt, bridging the age gap among users and enhancing overall efficiency.
- **Simplified Management:** The platform's remote management capabilities made it easy for the IT team to oversee operations across multiple locations, enhancing overall control and reducing operational complexities.

CLIENT TESTIMONIAL:

Brett, from RE-MAX Platinum, expressed satisfaction with the installation, stating, "This was the easiest installation we've ever had. Gold Star to Integrated Solution Services for their exceptional support."

AT A GLANCE

Challenges

- **Unresponsive Partner:** Previous telecom partner lacked support.
- **Age Disparity:** Need for solution spanning age differences.
- **High Costs:** Unsustainable \$8,500 monthly expenses.

Benefits

- **Cost Reduction:** Integrated Solution Services cut costs significantly.
- **Ease of Adoption:** Agents found the platform easy to use.
- **Remote Management:** Simplified oversight for IT.