

TeleComp Tees Up New Mitel UC System for Westwood Golf Club



Nothing is forever – except the monthly lease payments Westwood Golf Club was paying on its old Avaya IP Office solution.

That’s just one of the reasons the second-oldest private golf club in Houston, TX sought to replace its existing hosted communications system. Now celebrating its 90th anniversary, the 18-hole course underwent extensive renovations in 2017 – 2018, re-opening in September 2018. While upgrading the club’s facilities, it was the logical time to upgrade its communications platform as well, said General Manager Ricky Lyons.

“We needed to replace an older, feature-poor system that was on a forever lease providing us with absolutely no tax incentives,” Lyons noted. “In addition, Avaya’s cloud option offered no local support, and it was also costing us more money per month than the new premise-based system TeleComp (formerly Co-nexus Communication Systems) recommended.”

As the one “on the hook” with Westwood’s board, Lyons did his homework on TeleComp before deciding to purchase the Mitel solution.

“We checked with all the references, checked with the BBB, and even our IT contractor was familiar with them and their capabilities. One of my main motives in selecting TeleComp was I knew if something would go wrong, as it does on every project, TeleComp and their team would come through in an expedient and successful manner.

They took an entirely different approach to earning my business,” continued Lyons. “They sat down with me and took the time to really learn my business, and how they could help us alleviate some of our pain points surrounding processes. Then, they did a complete survey of the facility and only after that, did they discuss a solution. The other providers we talked to threw prices at us without knowing anything about us, and none in as professional a manner as TeleComp did. My comfort level was 100%. I knew they would do exactly what they said they would, which helped me sleep at night.”



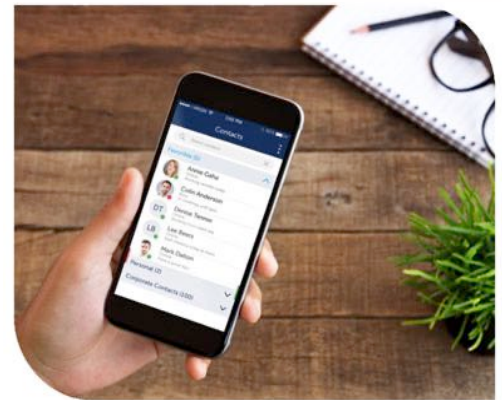
Powering connections

After thoroughly identifying the club’s unique business challenges and goals, TeleComp educated Lyons and his team on all their options. Lyons chose to go with a premise-based Mitel premise-based Unified Communications system.

“We purchased the Mitel system for several reasons, including ease of use, the brand name and because TeleComp was the service company behind it. The wireless functions of the system far outshine the competition, allowing us to now have phones where no wiring existed. The new technology and features that come with the system are way more than we’re going to use, but it’s nice to know if we need them, they’re available and I won’t have to pay more money to use them. My personal likes are the voice mail to email feature, along with the mobility piece where my cell phone is now integrated with my desk phone. The mobility feature also solved the problem of tracking down staff. Now I can reach everyone whenever I need to, wherever they are on the property.”

In addition to the immediate cost-saving benefit of switching from a monthly hosted to a premise-based system, Lyons counted off a few more pros and perks.

“We already received 35% of the total purchase price back using Section 179 of the U.S. Tax Code, so that was a nice write-off and bonus right off the bat. And instead of having a monthly payment that would never go away, our lease on the premise system ends after a 60-month term with a \$1 buyout at the end. A full five-year software assurance warranty included in the purchase also gives me peace of mind that there will be zero hidden ‘gotchas’ in the future.”



ABOUT WESTWOOD GOLF CLUB

Westwood Golf Club was originally founded in 1928 as Westwood Country Club, has the distinction of being the second oldest Private Golf Club in Houston on its original site. The Club was founded by thirty prominent families with the desire to promote the spirit of brotherhood among its members by supporting and maintaining a private club for the promotion of outdoor life.

About TeleComp

TeleComp was founded in 2003 in Northwest Arkansas after the merger of three smaller telecommunications and computer companies. TeleComp expanded to Little Rock in the following years. TeleComp specializes in Hosted Cloud phone systems and contact centers utilizing its own proprietary cloud platform, TeleCloud. Additionally, as a Tier 3 Phone and Internet Carrier, TeleComp delivers business fiber through its own fiber network and wholesale agreement with AT&T. In 2018, TeleComp secured its Platinum statuses with both Mitel business telephones and AT&T Partner Exchange program providing fiber sales and service, which makes it one of the largest service companies in the United States.



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