



Problem

Managing their own phone system took up much of Phonism's valuable time, and prevented them from working as efficiently as they needed to on growing their company.

Solution

TeleVoIPs was able to take care of managing Phonism's communication system, allowing them to focus completely on building their business.

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TeleVoIPs will be a vital asset to us during this high-growth stage of our company. As a startup, we need to be flexible when things change quickly.

Phonism: A Scalable System for a Growing Startup

Phonism launched to help service providers streamline the onboarding and support processes for VoIP phones. Just a year-and-a-half after launch, the startup has been on the fast track to growth, raising \$350,000 in seed funding and expanding their team from two to seven. They're anticipating to hire at least three new team members by the end of the year.

Focusing on Future Growth

As a tech startup, Phonism is keen on managing and designing most of their own technology, so prior to transitioning to TeleVoIPs, they used a home-grown phone system. In order to stay focused on growth, though, they recognized the need to offload this responsibility to experts. Now, they have all the basic features they need: high definition voice quality, multiple lines, and call menus. They chose TeleVoIPs knowing they would need access to more advanced features as the company's departments expanded and their call volume increased.

“We see TeleVoIPs as a partner for our growth into the future.”

Scalability

When choosing their new phone system, Phonism realized they needed a scalable phone system that would be able to grow with them. Phonism plans to expand their sales and support teams, potentially adding several remote employees, and will need to make use of their more advanced phone features to simplify their internal and external communications.



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We believe every interaction with a potential customer shapes their experience and perception of our company. Our phone system is an integral part of how our customers perceive us, our service, and our product.

Flexibility

Travel is a large part of a startup's routine, and the Phonism team can now work from their office phones even when they're out of office by using their TeleVoIPs mobile app. Making and taking dozens of calls on every trip (from their business phone number) ensures that new opportunities never slip through the cracks, even when the whole team is away at an expo or tradeshow.

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Freedom

Phonism says the biggest benefit of using the TeleVoIPs system has been the freedom from managing their own system, and being able to pass the job to true experts. Stress has been taken off the startup's shoulders, and their full attention is now turned to the areas of the business that matter most.

“TeleVoIPs has been extremely responsive whenever we have had a question or concern. This is very important to us as a startup because we need to be able to maximize our efficiency.”

As Phonism moves from the startup stage to a successful, established tech company, they will have the ability to streamline their communication processes with their leads and customers. They'll also have all the freedom they need to grow without worrying about their phone system.

About TeleVoIPs

TeleVoIPs was founded in Tampa, Florida in 2009 to provide phone services to businesses across the country. They specialize in custom, cost-effective solutions to communication problems. The company prides itself on superior customer service and caring for its growing clients every step of the way. TeleVoIPs' CEO, Grant Baxley, was voted Tampa Bay Technology Forum's "Emerging Tech Leader of the Year" in 2016. The company ranked 8th in USF's Fast 56 for Growing Businesses and earned Tampa Bay Tech's "Technology Connector of the Year" award in 2017.

Connect With TeleVoIPs:



<http://televoips.com>



info@televoips.com



813.702.1500