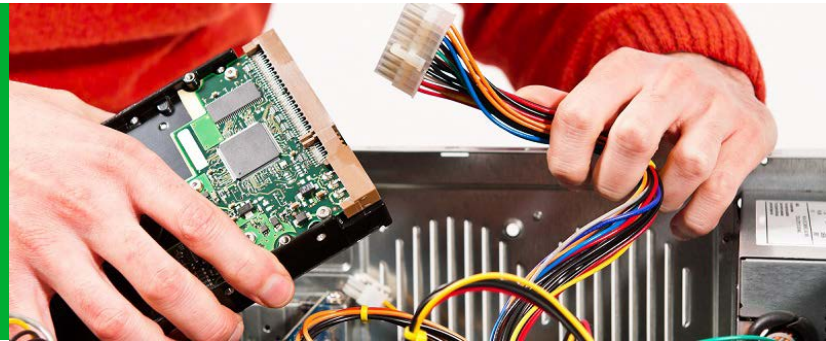# IT solutions company uses and recommends Fonality to clients.

Computer Troubleshooters – East Perth

Francisco Soliano Jr is the managing Director of Australian Computer Troubleshooters - East Perth franchise.

He had known about Fonality through the preferred suppliers list that each Computer Troubleshooters franchise receives, and could then use these preferred vendors for services, for example, internet setup or email.

But the decision to go with Fonality wasn't taken lightly.

Business Snapshot

Industry: IT Solutions & Services

Location: East Perth

Goals: Find a cost-effective VoIP solution for clients

"The great thing about our situation is we get to pull our knowledge base and our resources, which results in the best service possible."

"A couple of the local guys in WA were already using Fonality so then I could have a bit more of a real honest conversation with those guys" said Mr. Soliano.

Now, Mr. Soliano does the same for his clients who are looking at a VoIP solution. When customers asked what he recommends, he always says Fonality.

"I don't have any issues with them, we've got several other clients that use Fonality ranging from two to three handsets up to almost twenty handsets or so," said Mr. Soliano.

If any of Mr. Soliano's clients have any issues he contacts Fonality support.

"They also remind me if I haven't responded for a while - and that's good because we juggle so many things with IT, so many services, it's nice to have that sort of support."

FONALITY

Any initial problems?

One of the main deciding factors was the cost effectiveness of a VoIP solution, and what would be the best deal around. Mr. Soliano had a client who didn't have a phone system at all - an oil and gas company - and they grew rapidly, moving into a new home base office relatively quickly.

Mr. Soliano applauded the ease and speed of deploying the Fonality system, citing Fonality pre-configured handsets as a straightforward and effective solution.

"It's a plug and play set up, and on top of that, it is relatively easy to see the cost of the phone. It's a flat fee per month," he said.

"With Fonality it is easy for me, as they're the best value for money. The set up is straightforward, we get the phones within a week, we plug them in and they just run."

Francisco Soliano Jr
Managing Director

Scalability

Mr. Soliano knows that with Fonality it is very easy for companies to work out the cost and to add on a phone or even an additional 100 phones if need be.

The cost effectiveness compared to the other competitors out there means Computer Troubleshooters and its clients get more for the same prices as other competitor options.

"Right now, if I have a new client I just send them to our contact Zac from Fonality, who sends me the contract back, and I send it off to the customer," he said.

A lot of the time Mr. Soliano runs a one-to-one relationship with his clients. They like to deal directly with him, as he is a well-respected IT professional. In this sense, Fonality offer his business the flexibility to implement Fonality solutions for his customers.

"With Fonality it is easy for me, as they're the best value for money. The set up is straightforward, we get the phones within a week, we plug them in and they just run," he said.