

“Whenever you cutover services, there is the general sense that there is likely to be a glitch. With PAETEC, the entire implementation process was flawless.”

Thomas Schnorr
President
RE/MAX First

Industry:
Real Estate

Size:
105 Employees and
Independent Contractors

Location:
Rochester, NY

Founded:
1985

Website:
www.homesforrochester.com

RE/MAX First

Customer

Founded in 1985, RE/MAX First is a real estate brokerage firm located in Rochester, New York. Averaging twice the experience, three times the production and more advanced industry education than other agents, RE/MAX Associates are truly “The Real Estate Leaders” in quality customer service. Customer satisfaction is reflected in RE/MAX First’s high, industry-leading rate of repeat and referral business.

Situation

RE/MAX First’s (RE/MAX) previous communications service provider was not cost-competitive, and did not resolve network and customer issues in a timely manner. “Our former provider was not as responsive as we would have liked them to be,” explained President Tom Schnorr. When RE/MAX’s contract with its previous provider ended, the search for a new voice services provider began.

Solution

When the final bid proposals came in, it was PAETEC that offered the best services at the best price. “I had a general knowledge of how customer focused and quality oriented PAETEC is,” stated Schnorr. “Those qualities, combined with its competitive pricing, are what encouraged the switch to PAETEC.”

Result

The cutover of services was seamless, thanks to PAETEC’s successful coordination with the previous provider. “Coordination between PAETEC and our previous provider required no effort on our part,” remarked Schnorr. “That was certainly appreciated.” Implementation was successfully completed without problems, and exceeded RE/MAX’s expectations. “Whenever you cutover services, there is the general sense that

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there is likely to be a glitch,” explained Schnorr. “With PAETEC, the entire implementation process was flawless.”

RE/MAX’s current PAETEC services include Local and Long Distance services.

Future plans for RE/MAX comprise enhancement of its existing communications, including possible implementation of Voice over Internet Protocol (VoIP) services.

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