



PARTNERSHIP IN ACTION

How Open One Solutions Collaborated with SkySwitch for a Big Legal Services Provider Win



Partner

Open One Solutions is a proud family-owned business, founded in 2009 with one goal in mind: make business phone systems effortless, powerful, and personal. They deliver enterprise-grade VoIP services to everyone from fast-moving startups to Fortune 500 companies, educational institutions, and local governments, tailoring communication systems to their customers' needs.



Challenge

Open One had a 500-seat opportunity for a law office services provider that serves solo attorneys and small law firms in a major US city. They were trying to install a unified communications solution from a popular white-label provider but the customer wasn't satisfied with either the install timeline or the features.

The customer required highly customized call routing workflows that could connect callers to the correct law office while providing key caller information before the transfer occurred. They also required specific call-time reporting spanning from pickup to transfer, which is critical to ensure accurate customer billing.

Deal at a Glance

The Players

- Open One Solutions: Enterprise-grade VoIP service provider
- The end customer: Shared law office platform
- SkySwitch: White-label UCaaS solution provider

Solution Requirements

- Ensuring callers are routed to the correct law office and providing necessary information before the call transfer
- Detailed reporting on call handling times

Key Success Factors

- Engaging with SkySwitch to design a tailored solution
- Tailoring to align with customer's workflows and requirements
- Advanced reporting capabilities
- Hands-on training and support



Solution

Open One reached out to SkySwitch to see if we could provide exactly what the customer needed. The SkySwitch team worked closely with Open One to build a solution from the ground up so they could stand out as a trusted, can-do partner for their customer.

SkySwitch worked hand-in-hand with Open One to smartly leverage the current feature set to develop a solution to meet the customer's operational requirements and enable Open One to deliver a differentiated, high-value offering. We combined SkySwitch web pop capabilities with Google Forms workflows to capture caller information and deliver it to the appropriate office before call transfer. To meet the customer's advanced reporting requirements, Open One leveraged one of SkySwitch's third-party partners to provide detailed call analytics and tracking.

The transparent, detailed setup process—including comprehensive hands-on training and development—gave the end customer a high level of confidence in Open One, helping to seal the deal. And SkySwitch is still there, at the ready, to help work through any technical issues that may arise as the customer operates the new softphone.



Results

With SkySwitch by its side throughout the entire process, Open One Solutions was able to deliver the communication workflow and reporting the customer needed to support their operations and maintain their high standard of efficiency and professionalism.

For Open One, this new customer represented a big revenue win, but also positions them for continued growth within the legal sector, creating a strong customer advocate and a foundation for future opportunities through referrals and industry reputation.