



Improving Scalability and Performance

Case Study

A Look At Slable's Partnership With 2600Hz And How 2600Hz's Offerings Improved Their Business

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Slable's Story

About Slable

Slable provides affordable enterprise I.T. and communication solutions for small-to-medium businesses (SMB) in the Washington, D.C. metropolitan area. Their goal is to eliminate all I.T.- related hassle from work environments of various types ranging from veterinarians to marketing/PR firms. Their network infrastructure enables companies to host their applications on a reliable and secure network so that their customers can focus on what they do best. Slable's team of 14 employees is able to provide stellar support around the clock for all customers.

Business Challenges

Slable needed a reliable VoIP platform that could be easily by their customers. Slable's previous VoIP solution was not powerful enough to handle complex features and began to experience weekly outages, resulting in a loss of faith in their services. Facing the prospect of losing customers, Slable decided to find a reliable VoIP platform that would scale with their growing customer base and provide feature rich applications for advanced users.

"Working with 2600Hz has been a great experience for us here at Slable. Thanks to their innovative and feature-filled platform, we have been able to expand the telephone capabilities of our clients as well as provide our clients with a fantastic enterprise telecom solution at an incredibly affordable price."

Karl Stallknecht
CEO | Slable



2600Hz's Solution

Implementation

When Slable started researching VoIP platforms, they realized that there was little focus on SMB customers. Most providers lacked the training and documentation for Slable to implement their solution and had minimums that were too high. 2600Hz was able to provide a reliable platform, partner support, quick onboarding/training and customized solutions for advanced users.

Business Outcome

2600Hz's customizable platform enhanced Slable's VoIP capabilities and freed time for customer outreach, service, and support. Slable achieved a better ROI due to prompt support responses, reduced downtime, easy migration, and better tracking of customers.

2600Hz is continuously adding unique and bleeding edge features, creating a one-of-a-kind telecom experience for Slable's clients. As a result, Slable has been able to grow their VoIP business and are aggressively pushing VoIP in the local Washington, D.C. market with cost-savings and increased features.

Key Improvements

- Comprehensive Training
- Competitive Pricing
- True Support
- Customizable Solutions
- Scalability
- Mobility