

Case Study: Patrick & Company

Client Profile

Patrick & Company (P&C) is a family-owned office supply and commercial property management company with a rich history. Established in 1873, P&C survived the infamous San Francisco Earthquake of 1906 and continues to thrive today.

Needless to say, P&C is a fixture in the San Francisco business community. Providing exceptional service to their retail customers and tenants is critical to P&C's longevity. P&C instantly recognized that DYOPATH shares these high standards of success and the partnership has flourished over the last five years.

Regarding their connectivity, P&C was frustrated with high costs, continual outages and slow performance. Further, P&C struggled to find anyone who could assist with their IT support in a timely manner. All the outages and slow connectivity also affected the tenants in their buildings, which ultimately led to complaints and dissatisfaction.



- Founded: 1873
- Headquartered: San Francisco, CA
- Core Services/Offerings: Office Supply Chain & Commercial Property Management

CHALLENGE	SOLUTION	BENEFITS
<p>P&C experienced slow speeds and poor VPN performance.</p>	<p>DYOPATH replaced Internet, phone lines and old phone systems.</p>	<p>Saved 20-30 hours of valuable time per month in dealing with connectivity, voice and IT-related issues. Also saved 35% in cost per month with far more bandwidth and significantly more reliable service.</p>
<p>P&C had separate phone systems at each location, and 4-digit dialing between employees was not possible.</p>	<p>DYOPATH replaced the old phone system with a Broadvoice based UCaaS solution.</p>	<p>Improved mobility and flexibility as well as lowering costs.</p>
<p>Tenant "move-in" required a "fend for themselves" approach to obtain reliable internet connectivity.</p>	<p>DYOPATH worked with CenturyLink to design and install a fiber backbone to the building, which made it easier for tenants to get connected.</p>	<p>Reduction in move-in timing by thirty days.</p>

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 Jaimie Patrick, Owner, Patrick & Company

Partnership

DYOPATH exercises the same "customer first" methodology as P&C, which made this the perfect partnership. P&C realized DYOPATH could assist them with all their connectivity and IT needs as well as provide the best possible voice/data services to their tenants.

"From the very first meeting, I knew DYOPATH was different than any other company I'd dealt with," said Jaimie Patrick, Owner. "I knew immediately that I could count on DYOPATH for anything related to connectivity services. They were extremely honest, forthcoming and assured me that I could call on them to help with any issues, billing, technical or otherwise. Their advice has always been spot-on, and they pick up the phone whenever I need connectivity, voice, IT and security advice."

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Solution

Initially, DYOPATH performed a free audit of P&C's telecom and IT costs. The audit illustrated how much it was costing P&C for minimal bandwidth and poor support. P&C was offered alternative options they didn't realize were available. DYOPATH worked hand in hand with Comcast during the construction process and final delivery of services.

According to P&C, DYOPATH was extremely proactive. "DYOPATH is the best partner I could have asked for," said Jamie Patrick, Owner. "DYOPATH was very patient, explaining every detail related to their projects since the inception of the partnership."

P&C did a complete replacement of their TPx and AT&T Internet, phone lines and old phone systems in all their office supply stores with a combination of Comcast, Fusion and Broadvoice UCaaS.

DYOPATH has continued to work with the ISP

and UCaaS providers to resolve any new issues. DYOPATH also dispatches technicians to the properties as needed within 4 hours to diagnose and determine the best resolution to any problems that arise.

Future Plans

P&C plans to continue working with DYOPATH to keep their connectivity consistent. They will also recommend DYOPATH to every tenant that signs a lease with the company.

DYOPATH continues to monitor and manage their connectivity between sites and their cloud-based applications.

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