

CASE STUDY: HomeServices of America



OVERVIEW



The HomeServices of America enterprise is comprised of an ever-expanding family of market-leading real estate brokerages, mortgage companies, settlement service providers, insurance companies, corporate relocation, and affiliated businesses and are the owners of the Berkshire Hathaway HomeServices and Real Living Real Estate franchise networks.

CLIENT CHALLENGES

- Lack of visibility and control
- Looking for continuity for single support/billing platform
- Overpaying for features not used
- Lack of responsiveness
- Inflexibility of Tenant Mgmt
- No separation of billing/locations/cost centers

NETRIO SOLUTION

- Platform flexibility for client customization
- Cost effective and scalable platform/solutions
- 24/7/365 service desk – admin changes and MACDs
- Inventory management system

WHY NETRIO?

- Operational expertise – deep experience managing diverse retail and enterprises
- Best-in-class aggregation of voice platforms and carriers
- Maturity of processes, systems, and tools (onboarding, support, and billing)
- White-glove support model including 24/7/365 support
- Methodical onboarding and implementation process with dedicated Project Manager

OUTCOMES

- **Business efficiency related to all aspects of voice delivery: sourcing, ordering, provisioning, activation, support, management, and billing**
- **Reduced time to market for implementations**
- **Cost reduction**
- **Managed support in combination with admin tools**