

RingCentral provides Odin Search Group with a sensible solution that offers mobility, a professional image and cost savings.

Lee Shahwan is the owner of Odin Search Group, an MRI Franchise, based in Fort Worth, TX. Lee founded Odin Search Group in 1998 and has been a RingCentral customer since he moved to a new office in July 2011.

Moving Offices: A Sensible Switch

Before RingCentral, Lee had a phone system from Comdial - a traditional pbx system. After receiving an estimate of \$4000 to move his Comdial solution, Lee began researching another phone option. He posted to an MRI forum that he was looking for a phone system and another MRI owner recommended RingCentral.

Lee says, "It just made sense to get a new system. RingCentral costs \$150 per phone and you're in business. I set up the system myself, it's not that complicated, phones are programmed, you plug the phone into your internet and they work. They provided instructions with the phones and I called the support center to help. I'm not an IT guy, but within an hour I set it up."

Mobility: RingCentral iPhone App

When switching systems Lee was also looking for additional features. "I was looking for mobility; now I don't have to tie myself to my office to contact my clients", says Lee. Lee uses the RingCentral iPhone app to make domestic and international calls when out of the office. He discusses the benefits of the iPhone app, "To clients it looks like I'm calling from my business phone. I can listen to my voicemails anytime," Lee explains.

Out of Office Flexibility

Lee works a typical 8 to 5 day in the office, plus works from home, on weekends, and after hours. At home, he can answer calls with the call controller or forward calls to his mobile.

After Hours & Voicemail Notifications

Lee has his operating hours set to 8-5pm, Monday through Friday. When he's closed calls go to voicemail and he's notified of messages three ways - via email, the call controller, and the iPhone app.

Call Logs

Before RingCentral, Lee used call accounting software to monitor his employees' calls. With RingCentral, Lee no longer needs call accounting software, he explains, "I can monitor call logs from home or even on my mobile phone. In our business it's very critical to know how long our employees are on the phone and who they're talking to. It's great that I can easily check the call log".

International Calling

Lee cancelled his international calling plan with Time Warner and now uses RingCentral for international calling. He's not committed to a calling plan, and can make calls from his mobile. His international calls are charged to his credit card based on how many minutes he uses. All international charges are included on a single RingCentral bill and trackable via the call controller.

Quality of Service

Lee highly recommends that potential customers test their internet connection prior to implementing RingCentral. He cautions that the quality of your calls is dependent on the quality of your internet connection. RingCentral offers each new customer an Implementation Advisor to test their internet connection and evaluate all factors that can impact their Quality of Service.

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Company Profile

Odin Search Group

– a MRInetwork Franchise

Executive search and consulting services with a focus on the Biotechnology & Pharmaceutical industries.

Year Founded

1998

Owner

Lee Shahwan



Location

Fort Worth, TX

RingCentral Customer since

2011

Favorite features:

- iPhone App
- Call Controller
- International Calling

To find out how RingCentral can help your business stay connected, contact **Franchise Sales** today at **800-378-8110**.

