



"Phone service is often seen as a commodity, and we do get great features at a great price from Speakeasy. But we also get a very unique level of customer service. Their customer service associates are always responsive and proactive. When I need something done, they make it quick and painless, so I can get back to work."

— Dustin Britt, Operations Manager, **Matchstic**

Founded in 2003, Matchstic is a branding and design house based in Atlanta. Their talented six-person team serves a wide range of clients from Grammy®-winning musicians to corporate America. When Matchstic moved to a new office space in 2006, they decided to combine their voice and broadband services with a VoIP solution. They hired an IT consultant to investigate VoIP options and selected Speakeasy Hosted Voice as the best combination of features at the best price.

	CHALLENGE	SOLUTION	RESULTS
PRODUCTIVITY	With a small staff, numerous clients, and an ambitious design vision, Matchstic needs to maximize employee productivity.	Speakeasy simplifies phone system management with an intuitive web-based control panel. The robust Speakeasy feature set includes productivity-boosting features such as Voicemail as Email.	Employees enjoy a more efficient workflow by receiving voicemail messages via email as audio file attachments. With Caller ID information in the subject lines, they know who called at a glance.
SUPPORT	In addition to great features at a great price, Matchstic needed customer service they could count on, anytime of the day or night.	When a car hit the telephone pole in front of Matchstic's office, all their voice and data service went down. Fortunately, they had a single point of contact at Speakeasy to resolve the crisis quickly.	Speakeasy's dedicated support model ensures that Matchstic always gets answers fast from one knowledgeable professional – whether they have a crisis or just a simple question.
COST CONTROL	Matchstic makes a lot of long distance calls to serve clients all over the country. With traditional phone service, their bills were extremely unpredictable.	With Speakeasy's Unlimited plan, Matchstic pays one flat per-employee rate that includes unlimited nationwide calling.	Matchstic employees never have to think twice about making long distance calls . Predictable monthly bills from Speakeasy include both voice and broadband service.

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