



“Speakeasy Hosted Voice is a great solution. The installation was smooth, we’re saving money, we’ve had virtually no downtime, and the support is excellent. When we had a fire at one of our locations, we were able to forward all calls to employee cell phones in a matter of minutes.”

— Shannon LeColst, **Director of IT**

Risk Strategies is an insurance brokerage firm headquartered in Boston with offices in New York City, San Francisco, Providence, and Randolph, MA. The company provides pragmatic and cost-effective solutions to meet the complex insurance coverage and risk financing needs of middle market companies nationwide. With 10 offices to coordinate, Director of IT Shannon LeColst needs reliable solutions that cover all the bases – from cost control to business continuity.

| | CHALLENGE | SOLUTION | RESULTS |
|------------|--|--|---|
| DATA | Based in Boston, Director of IT Shannon LeColst wanted to be sure she could manage voice and data services for the company’s California branch offices remotely, even in a crisis. | Speakeasy Hosted Voice can be managed from any location through an online portal. When a fire in the building required one of the company’s California offices to close suddenly for several days, redirecting calls was quick and seamless. | In just a few minutes, LeColst was able to forward the main number to the receptionist at another office and individual lines to employee cell phones. “We were able to operate pretty much as normal.” |
| VOICE | Risk Strategies needed affordable solutions for its West Coast branch offices, without sacrificing flexibility or functionality. | Set-up costs for Speakeasy Hosted Voice are minimal because there is very little on-site equipment. And because functionality is hosted on the Speakeasy network, all offices using the system can direct dial and transfer to each other. | With Speakeasy, Risk Strategies can expand with low capital costs and consolidate ongoing expenses. “The ability to share a pack of minutes between all our West Coast offices works great for us,” says LeColst. |
| SIMPLICITY | With no IT staff on-site in California, a responsive and proactive service provider was critical for both installation and ongoing management. | From quick questions to help in a crisis, the Speakeasy Support team makes everything easier with an exceptional level of technical expertise and 24/7/365 availability. | Risk Strategies enjoys “excellent” support from Speakeasy. “They’re very responsive and very fast,” says LeColst. “There’s always somebody to answer the phone right away and do what needs to be done.” |

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