



PROVIDERplus

PROVIDERplus is a consultancy that helps NDIS providers navigate the complex NDIS market. Founded in 2017 by Will Flesher and Tania Gomez, the organisation helps providers create compliant, high-quality, successful businesses.

The Challenge

As an NDIS consultancy, PROVIDERplus is reliant on phone and video conference calls with its clients. When the business was starting out, staff used mobile phones to communicate with clients, colleagues and suppliers. The team complete around 1,000 phone consultations a month, so this wasn't ideal.

When PROVIDERplus moved into its first office space, Tania knew having a web-based phone system set up and ready to go was essential.

“One of the first providers I met with showcased a 3CX phone system, which had all the features we needed. But unfortunately, the cost of installation, support fees and all the added extras just made it too expensive for us,” said Tania.

Determined to get the 3CX system her business needed, Tania set about contacting other partners who provided the product but still had no luck.

“I was very clear about the system that I wanted, and I couldn't understand why I was receiving quotes for \$30,000 set-up fees, on top of all the other ongoing fees.”

The Solution

When Tania reached out to Cloud Earth, she was pleasantly surprised to get a different response. Cloud Earth provided Tania with a fast quote and flexible contract terms that supported her business goals.



PROVIDERplus had already signed a lease and staff were ready to move into the office, so they had to move quickly to get the phone system set up. “The speed with which Cloud Earth was able to set up the system was a major selling point for us initially, and the smooth sales and onboarding process reinforced that we had made the right decision.”



“Cloud Earth is always quick to respond and provide solutions for technical issues or changes we want to make to support our business goals.”

The Results

The transition from using staff mobiles to a professional phone system has proved a game-changer for PROVIDERplus. "The functionality is fantastic. We can manage and direct all our call traffic easily. We can also record our phone calls to ensure quality control."

With most of their client contact done over the phone, this quality control is critical. "We listen to recordings regularly to ensure we are providing the right service to our clients. If there is a query, we are able to review the communication quickly and get back to the client with confidence. It's a great opportunity to provide feedback to our staff and make sure we continue to provide a high level of service."



The 3CX system also came with a phone app – something that proved incredibly beneficial when COVID-19 suddenly shutdown business as usual.

"When we had to relocate to work-from-home quickly, we didn't need to touch our phone system. Our staff were already set up to make and receive calls from any device and location from our office number."

Something else Tania has found really beneficial about the app is that she can see when staff are available. "As the majority of our team are remote, being able to see whether they

are available or on a call is very helpful. It allows me to see when to contact staff and more importantly not to bother them when they are speaking with a client."

When Tania wanted to bring her other business on to the same platform, she says it wasn't a problem with Cloud Earth. "I worked with their technical team to integrate the two businesses onto one platform, which required some customisation from Cloud Earth. They were very responsive and built a cost-effective solution."

Since installing the system, Tania says CloudEarth's support has been exemplary and even helped the business archive all their phone recordings, so they were easily accessible. "Cloud Earth is always quick to respond and provide solutions for technical issues or changes we want to make to support our business goals."