



## OnDemand Helps Green Hills Find a Best-Fit Cloud Phone System

Green Hills saved time, money, and stress during its phone system migration with OnDemand.

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“I was nervous when we switched to a new phone system, but OnDemand was by my side the entire time.”

- **Steve Espolt,**

Manager of Strategic Planning and Compliance, Green Hills



### The Challenge

Green Hills, a memorial park in Rancho Palos Verdes, CA, needed to replace its outdated phone system. The management team wanted to move the company to a cloud-based solution but lacked the IT expertise to confidently navigate the cloud phone system marketplace and find the right fit.

“I’m not a tech person, so I appreciate how OnDemand always answers my questions in language that I can understand.”

- **Steve Espolt,**

Manager of Strategic Planning and Compliance, Green Hills

“The day we transitioned the phones, it happened in only 15 minutes. The process was smooth, there was not one dropped line, and we were just up and running.”

- **Steve Espolt,**

Manager of Strategic Planning  
and Compliance, Green Hills



## The Action

Since Green Hills had worked with OnDemand for nearly 20 years, the management team contacted them when they were ready to source a cloud phone system. They had initially planned to purchase a cloud solution from Mitel, but OnDemand suggested evaluating other vendors as well.

Throughout the process, OnDemand:

- ✓ Coordinated and set up demos, including Mitel and RingCentral.
- ✓ Attended the presentations to advise and answer questions.
- ✓ Oversaw the transfer of Green Hill's 214 phone lines to RingCentral.
- ✓ Made suggestions to ensure the new system met the company's needs.
- ✓ Helped provide a smooth transition without a single dropped line.

## The Results

Green Hills now has the cloud-based tools needed to support its remote and on-the-go workers, track customer calls, and more after switching to a phone system from RingCentral. With OnDemand's guidance and support, the memorial home gained:



**Lower upfront and monthly costs** compared to Mitel.



Savings of **\$200/month** on remote collaboration tools.



A more **secure, user-friendly, and trackable** system.



**Cloud-based features** including video conferencing.



A **trusted point of contact** for all their technology needs.