

Driving Growth Through Collaboration and Operational Alignment

Challenges

The customer managed a complex, highly distributed environment involving multiple stakeholders, property-level contacts, and operational teams. As cleanup and optimization efforts progressed, additional opportunities emerged related to broadband, hosted voice, mobility, and infrastructure standardization.

Managing communication across several layers of the organization created operational complexity. Inconsistent processes and unclear ownership also slowed quoting, deployment, and support workflows. To support continued growth across its portfolio, the customer needed a more scalable, organized, and proactive approach.

Challenges included:

- Coordinating communication across multiple organizational levels.
- Standardizing processes across distributed locations.
- Reducing delays in quoting and deployment.

Solutions

Granite and the trusted advisor developed a collaborative framework that aligned customer stakeholders, internal support teams, and deployment resources from the outset. The teams streamlined quoting and support processes through standardized workflows, defined escalation paths, and proactive communication.

Executive alignment and coordinated outreach helped establish consistency across all levels of the organization while improving visibility throughout the deployment process.

Customer Profile

Industry

Real Estate

About

Nationwide Property Management



Solutions (continued)

Granite ultimately delivered a comprehensive solution that included EPIK, broadband, hosted PBX, mobility, edgeboot, and supporting connectivity services.

Solutions Delivered:

- Standardized quoting and support workflows.
- Defined escalation paths and communication processes.
- Executive-level alignment and coordinated outreach, broadband and hosted voice deployment.
- Mobility and connectivity solutions designed for scalability.

Results

The engagement resulted in a one-year agreement valued at approximately \$26k in monthly recurring revenue and created a scalable foundation for future growth opportunities across the customer's portfolio. The project also strengthened collaboration between Granite and the trusted advisor by demonstrating the value of accountability, operational consistency, and responsive support.

By aligning teams early and maintaining clear communication throughout the engagement, Granite delivered a streamlined customer experience capable of supporting the demands of a complex, multi-location environment while positioning the customer for continued operational growth.

After implementation, the customer achieved:

- Improved operational alignment across teams.
- Faster, more consistent quoting and deployment processes.
- Enhanced communications and stakeholder visibility.
- Scalable infrastructure to support future expansion.
- Stronger strategic partnership built on collaboration and accountability.

