



Better homes, better network

A leader in the New England property market, The Masiello Group is a *Better Homes and Gardens* real estate company with more than 30 locations throughout the northeast. With such a large footprint—five hours of drive time from end to end—The Masiello Group had a mission to streamline their communications on a single, unified platform. They turned to Windstream Enterprise.

THE MASIELLO GROUP

Industry

Real estate

Customer

30+ locations across New England

Headquartered in Keene, NH

Industry leader in region for 50+ years

Challenges

Large footprint

Accommodate rapid growth

Solutions

UCaaS

MPLS VPN

Data Center Solutions

Cloud Services

Results

More bandwidth

Exceptional data/voice service

Scalable, standardized platform

Seeking standardization and support

The Masiello Group had previously used different service providers and solutions in each of their offices without any continuity in service. This created challenges not only for employees, but also for the overworked IT staff tasked with managing each office's needs without the luxury of always being on location. With rapid expansion on the horizon, it was clear The Masiello Group required a solution that could change and grow as quickly as the company. They were seeking standardization of their telephony platform at all locations with support from one service provider.

“The nature of our business requires that our employees be constantly connected and easily reachable by clients. We needed the capability to transition from the office environment to the field without interruption,” says Chris Masiello, president and CEO of The Masiello Group. “We wanted a technology solution that could improve communication with our agents and, most importantly, with our customers. Windstream Enterprise had the answer.”

Thirty-plus locations, one communications solution

“The Masiello Group has seen tremendous growth over the years, and technology plays a large role in that growth,” says Masiello. “To meet our goals for future expansion, we needed to empower our agents with advanced communication capabilities to best serve our customers. From the very beginning, Windstream Enterprise listened to our needs and was able to develop a solution that helped us achieve our goals and gain that competitive advantage.”

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Windstream Enterprise provided The Masiello Group with a customized Unified Communications as a Service (UCaaS) solution with ample bandwidth feeding the company's main office and a network of more than 30 locations. With Windstream Enterprise UCaaS, The Masiello Group was able to unify all of their communications with a robust solution that integrated their voice, multimedia, unified messaging, presence management, mobility and other services onto a single platform in the cloud. And, with many of their employees on the road, UCaaS features such as advanced mobility and video now allows them to connect with customers and coworkers just as they would in a physical office.

As part of The Masiello Group's UCaaS solution, Windstream Enterprise also implemented a robust Multiprotocol Label Switching (MPLS) network, fiber-based Ethernet, data center services and managed network services to streamline communications across the company's vast footprint. This high-bandwidth network provides connections with the Quality of Service (QoS) required to connect the UCaaS cloud applications and multiple locations.

A competitive advantage

With Windstream Enterprise as a partner, The Masiello Group has gained a competitive advantage in their market with robust communications solutions that meet their needs and beyond. The Masiello Group now has the capability to provide their employees with the latest tools to help them increase productivity and efficiency.

The Masiello Group's overworked IT department can now focus on the company's daily needs and future growth without worrying about connectivity. The company's many offices are no longer constrained by geography and varying providers—they now operate as one interconnected business. Because Windstream Enterprise solutions are customized and scalable, as the company continues to grow, Windstream Enterprise can seamlessly expand the solutions with them.

“With the winning Windstream Enterprise team present at our planning table, The Masiello Group is confident we can support future organizational growth with ease,” Masiello says.

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About Windstream Enterprise

Windstream Enterprise collaborates with businesses across the U.S. to drive digital transformation by delivering solutions that solve today's most complex networking and communication challenges.

To learn more about
Windstream Enterprise, visit
windstreamenterprise.com

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