

From Loss to Profit for a Small MSP

SelectTech, Inc. is a small managed service provider based in Pennsylvania. They began their relationship with D3UC in 2019 when SelectTech was seeking a new VoIP provider.

The Challenge

With their previous VoIP provider, SelectTech was actually *losing* money. The MSP was paying a monthly fee to the previous provider in addition to charges for each extension they sold, making it difficult to break even – let alone make a profit.

SelectTech needed:

- Greater profitability.
- More responsive service.
- Simpler installation for end users.

D3UC met all of those needs, and is now considered a trusted partner to SelectTech.

Why Did SelectTech Choose D3UC?

- ✓ Throughout the sales process, SelectTech was impressed by the personal contact with D3UC's leadership and felt they'd be treated well in the partnership.
- ✓ D3UC didn't lock them into a contract, so signing on was low risk for SelectTech.
- ✓ The customer service was evident even during the sales process, and as a small MSP it was critical for SelectTech to know their provider partners are responsive.

With D3UC, every one of our VoIP clients is happy. I can't remember a situation when we needed to make a concession or create a pricing incentive. Across the board, our clients are satisfied with the phone system and the customer service we are able to provide. Without D3, that didn't happen.

CHAD WILSON
PRESIDENT, SELECTECH

The Outcome

SelectTech went from losing money with their previous provider to earning profits of 50%. The transition from the previous provider to D3UC was seamless for both SelectTech and their customers – a crucial factor when transferring all their customers to a new platform at once. Installation is simple, and D3UC's interface is much easier to work with and train new employees on. SelectTech feels they have a true partner in D3UC: one that is responsive enough to help them create a top-notch experience for their own customers.