

# Connecting Consulting to Customer Experience

How a Communications Consulting Firm Unified Its Technology Stack, Increased Availability, and Elevated Customer Support



Consults with businesses to help them find the right communication provider for their individual needs. They can install and program systems and provide peripheral equipment such as paging, CCTV, and door alerts.

**Industry**  
Technology

**Size**  
Small Business  
(1-100)

## Introduction

Learcom operates in an environment where customer communication demands extend beyond traditional business hours, requiring flexible and reliable communication solutions. The organization faced mounting pressure to modernize its communication infrastructure while maintaining operational efficiency and improving customer service capabilities.

## Scenario

The most immediate problem was one customers felt directly. Limited business hours availability meant that anyone reaching out outside a narrow window was simply out of luck, unable to access support at the moments they needed it. In a competitive environment where responsiveness is a differentiator, that gap carried real cost in customer satisfaction and, over time, in loyalty and growth. The communication infrastructure wasn't just inconvenient. It was a barrier standing between Learcom and the level of service it wanted to provide.

Behind the scenes, the operational picture added further strain. The absence of proper software integrations meant that different tools and platforms operated independently, forcing staff to manage disconnected workflows and handle manually what should have been automated. Time and resources that could have gone toward serving customers were instead consumed by the overhead of working around a fragmented system. Without unified



reporting or analytics, leadership had no clear view into communication patterns or performance, making it difficult to identify where improvements were most needed or whether any changes were having an effect.

## Outcome

Learncom implemented net2phone's Unified Communications platform to replace its disconnected infrastructure with a single, integrated solution built for the demands of an organization that needs to be reachable well beyond traditional business hours. Extended availability, automated workflows, robust analytics, and full mobility gave the company the tools to serve customers more responsively and manage operations more intelligently, regardless of when or where the work happened.

The impact on customer experience was significant and immediate. Extended availability addressed the core frustration that had limited Learncom's ability to serve its audience, opening access to support outside the hours that had previously created a hard stop. System reliability increased across the board, giving both employees and customers consistent performance they could count on. Improved mobility empowered staff to remain productive and reachable from any location, making flexible work arrangements a genuine operational asset rather than a compromise.

Internally, automation reduced the manual processes that had been quietly draining staff capacity, freeing the team to focus on higher-value work. The consolidation of multiple communication tools into the Unite platform eliminated redundant systems and brought down overall technology costs in a meaningful way. "The consolidation of our communication technologies through net2phone has fundamentally changed how we operate," Learncom noted, capturing the scope of a transformation that touched every layer of the organization.

With reporting and analytics now providing clear visibility into communication performance, leadership can track what is working, identify what needs attention, and make decisions grounded in real data. Learncom has moved from a communication setup that limited what was possible to a platform designed to support whatever comes next.

## Key Statistics

**35%**

**Cost Savings**

**80%**

**Increase in Productivity**

On-boarding was simple. Support is head and shoulders above other UCaaS companies I deal with and I like their 24/7 availability. Adding users and devices is very simple.

It's the perfect solution for smaller companies who need to look larger than they are, need flexibility in device usage and remote use. It's easy to program.

**- Judi Harris, Learncom**