

Real Estate Testimonials



Cam Forbes- Director of Operations Support
Royal LePage Corporate

"Our Royal LePage corporate offices have standardized on the NEC/ECI communications solution. We have successfully converted 12 of our Toronto area offices over the past five years. The solution connects us to our branches, allowing us to balance incoming calls and appointment requests across our front desk staff.

The system provides us with reports to help us staff our individual offices and provides us performance reports to manage the level of service we provide to our clients.

The Telecom Cost Optimization has significantly reduced our monthly telecom expenses and helps us with ongoing management.

ECI's helpdesk support services have eliminated the need to have our staff manage our telecommunication systems. I would highly recommend ECI and NEC to our Broker Owners"



Francie Bujna—Operations Manager
Royal LePage, Mississauga

Why did you make the switch to Unified Communications?

"We had an old Nortel phone system. All calls were concentrated at the front desk and we were only able to handle one call at a time. By upgrading to the Unified Communications we have **tripled our reception capabilities without adding anyone.**"

"This is a large investment but the benefit is that **you can handle the same amount of calls with fewer staff.** The reporting function allows you to see who is calling, how the calls are handled."

"This system allows you to manage your business more effectively. You get instant notification on your BlackBerry of incoming emails, voicemails, and faxes."

"This solution offers flexibility to customize based on the needs of the team and increases service levels. It unifies different communication channels into one location for instant notifications of incoming calls. You **never miss a call with this system.** It gives the sales team direct access to prospects with fewer headaches. There is no delay with reception and messages go directly into your mailbox.

"The Unified Communication system gives us a competitive advantage. I'd rather not let my competitors know about it."

Why was ECI the company of choice?

"ECI is very customer centric. Service is their forte."

"We can't interrupt business; every call is a potential sale. Implementation of our new unified communication system was very smooth. ECI worked after hours to install our new system and have been **very responsive for after sales service.**"

"ECI does a needs assessment of present telephone communication systems and offers potential solutions to help manage calls more efficiently. Other companies should definitely call them."

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