



**Case Study:**  
*Management Services Corporation Of Charlottesville*





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### Management Services Corporation

Management Services Corporation of Charlottesville specializes in all aspects of real estate property management, including finance-securing assistance, commercial property management and leasing, community association management, full land development services, and accounting, IT, and HR needs.

The company has five separate offices that comprise the corporate structure, all of which are located in Charlottesville, Virginia. All 5 received their phone service from the local Charlottesville service provider. 10 smaller satellite offices are located outside of Charlottesville, all but one of which used their own local telephone service provider. The one exception used Star2Star.

The limitations of the existing phone system at one of the main offices were causing problems for executive Jon Honeycutt. "I could not manage our solution by myself. I had to schedule the local phone company to come out and make the smallest changes. This was really frustrating for me because I'm a doer."

Jon Honeycutt met with Rick Tamberino of Logic Found, a Star2Star partner, for help. Jon was already familiar with Star2Star based on the experience with the system already in place at the satellite office and wanted to realize the benefits at his office as well. Once the Star2Star system was installed, Jon began seeing those benefits immediately.

Jon's frustration with his previous inability to make system changes himself has been resolved. "I can make nearly any configuration change I need whenever I want. When I get stuck or just don't have the time, I call Rick Tamberino."

Management Services Corporation of Charlottesville has seen many other benefits as well. Dialers into the office never get a busy signal, and no calls are missed. When an employee makes a call using the Star2Star system, the main office number is always displayed instead of the number that made the call. Find Me/Follow Me automatically routes calls from desk phones to cell phones, enabling employees to be reached at any time.

On particular area where Star2Star has been highly beneficial to Management Services Corporation of Charlottesville is conferencing. Before Star2Star, the company used a different conferencing service. "For the most part, the IT department had to schedule the meetings, send the invitations, and start and end the meeting. With Star2Star, we created a dedicated telephone conference number for each department that they can use themselves at any time. IT still has to change the PIN when necessary, but this has saved us a lot of time."



Moving forward, Jon plans to take advantage of more Star2Star features and benefits, including the ability to share lines between locations, remote phones in temporary or single-user offices, StarFax Personal and StarFax Classic, and having employees use the Application Framework more extensively. Jon has been so pleased with Star2Star that he is analyzing what the TCO benefits would be of installing the system on a larger, company-wide level.



600 Tallevast Rd. Sarasota, Florida 34243  
941-234-0001 | [www.star2star.com](http://www.star2star.com)