

About

BroadAspect is a leading provider of managed IT, cloud, and network services, offering comprehensive solutions tailored to businesses' needs. Founded in 2001, BroadAspect specializes in managed security services and cloud infrastructure, offering private, public and hybrid cloud services, along with dedicated internet access, Ethernet, metro cloud access, and data center connectivity. The company prioritizes reliability, performance, security, and exceptional support for its clients. BroadAspect's cloud services span nationwide, complemented by fiber network coverage concentrated in the Midwest and Mid-Atlantic metro areas. As a regional provider, BroadAspect serves over 100 commercial properties in the Washington, DC metro area.

Background

In 2019, BroadAspect was considering its strategic infrastructure investment options and prioritized its investment in expanding its fiber optic network. Yet, the company also recognizes the need to streamline operations for its voice customers. BroadAspect's CEO and managing partner, Chris Chamberlain, reached out to GPhone, a long-time customer and partner, to inquire about their decision to partner with FluentStream.

GPhone was impressed with FluentStream's 100+ communication features and its award-winning, 24/7 support team based in the U.S. After meeting with FluentStream, Chamberlain recognized its suitability for BroadAspect's customers and was equally impressed with its knowledge and friendly staff.

"BroadAspect and FluentStream were a great culture fit," said Chamberlain. "Both companies primarily serve the SMB community, operate transparently, and put customers first."

Chamberlain decided FluentStream's voice services would best serve his customers' needs. Within weeks, his instincts proved correct.



Founded

2001

Based In

Ashburn, VA

FluentStream Partner Program

Strategic Partner

Channel Partner

Contact Us

“BroadAspect and FluentStream were a great culture fit. Both companies primarily serve the SMB community, operate transparently, and put customers first.”

Chris Chamberlain
BroadAspect

Customers Transition Amid the Pandemic

In March 2020, BroadAspect formalized a strategic partnership with FluentStream, facilitating the transfer of BroadAspect’s business voice customers to FluentStream’s cloud communications platform. Working collaboratively to seamlessly transition customers to the FluentStream platform, BroadAspect was able to accelerate the expansion of its fiber optic network.

“We bet our core business that the transition would go smoothly, and FluentStream’s ongoing support and services would meet the needs of our customers,” Chamberlain said.

The sudden onset of COVID-19 rapidly altered workplace dynamics, eventually forcing nonessential organizations to establish work-from-home environments almost overnight. BroadAspect provided Internet to businesses only at their office location, which would’ve hindered customers’ ability to establish a remote work environment quickly. However, through this strategic partnership, BroadAspect customers were quickly transitioned to FluentStream’s communication platform, which provides robust support for hybrid and remote work environments.

Throughout the COVID-19 pandemic, FluentStream’s technology empowered thousands of businesses to stay operational and deliver exceptional customer service regardless of where customers’ employees were located. FluentStream’s customizable communication solutions offer a wide range of features to support hybrid and remote work environments, including cloud-based calling, calling center capabilities, remote system administration and analytics, and integration with popular tools such as Salesforce, allowing FluentStream customers to communicate seamlessly from any location or device.



FluentStream’s services can be managed from a convenient, easy-to-use self-service web portal that allows administrators to enable services and set their preferences. This level of flexibility and control gives customers the freedom to customize their teleworking environment based on the needs of their employees and their business type and empowers service, sales, and other professionals to consistently deliver an exceptional customer experience. For example, when working remotely, employees can receive their calls just as they would if they were sitting at their desks in their office. FluentStream customers can enable Call Forwarding in their web portal and route calls to their home phone or cell phone in seconds.



Mobile App



FluentStream also offers a mobile app that enables customers to make and receive calls from their regular extension, send and receive text messages, check their voicemail, and adjust settings for their phone routing. Additionally, the FluentStream WebPhone gives customers access to talk, text and voicemail functionality from their browser, transforming

Strategic Partnership Boosts Customer Support

Four years later, FluentStream continues to deliver a high level of satisfaction.

“Our partnership with FluentStream has proven very effective in providing modern business communication services that offer reliability and flexibility in ways that meet the needs of organizations post-pandemic,” said Chamberlin. “Having a great relationship with FluentStream enables us to focus on expanding our Washington DC fiber optic network and managed IT services while knowing that our customers will receive outstanding services from FluentStream.”

“Our partnership with FLuentStream has proven very effective in providing modern business communication services that offer reliability and flexibility in ways that meet the needs of organizations post-pandemic.”

Chris Chamberlain
BroadAspect



Contact Us
sales@fluentstream.com
303-GO-CLOUD

Learn More
www.fluentstream.com/customers