

“We are so happy that we switched to UniVoIP when we moved our office location and were modernizing our company. Now, we have the needed features and functionality to scale and increase efficiency. We know that UniVoIP is a long-term solution for us.”

David Shaul, BRS/Gage

Summary

Company Name

BRS/Gage

Industry

Entertainment

Location

Los Angeles, CA

About

BRS/Gage currently represents talented actors in all parts of the entertainment industry including theater, television and film. The talent agency has been around since the early 70s and has maintained steady growth representing young, developing, breakthrough and celebrity actors in an ever-evolving industry.

BRS/Gage Adopts UniVoIP’s Cloud-Based Phone Solution to Secure a Scalable System for Future Growth

A Los Angeles Area Talent Agency

BRS/Gage is a bi-coastal talent agency representing actors in the areas of film, television and theater. Their clients can be seen on Broadway/National Tours including Book of Mormon, Jersey Boys, Phantom of the Opera and Wicked as well as major television shows such as The Good Wife, Nurse Jackie, Blue Blood and Person of Interest. The agency guides new and upcoming talent into promising careers.

Hindered by Toshiba Phones and Unreliable Windstream Service

BRS/Gage’s 10 years of operations with Toshiba phones offered limited functionality and kept the company in the technological dark ages. Additionally, the talent agency experienced continuous dropped calls and static with their service provider, Windstream, which ultimately impacted their ability to serve their clients. At one point, the company faced a full communications black out of a local zip code in The Valley, in which no inbound or outbound calls could be connected from the agency’s office phones.

Moving Locations and Growing Made Easy with UniVoIP

While in the process of moving and faced with unreliable phone service and customer support, the company realized that bringing their outdated phone system would continue to hinder their progress and decided that switching to a scalable VoIP solution was the right choice.

“Our system was archaic, expensive and unreliable. We were moving locations and it was the perfect time to re-consider our company’s communications as we didn’t want to bring such a dated solution with us. We needed a system that would grow with us and offer us the features we needed in order to keep up with the times. UniVoIP came to us highly recommended and we chose them because it offered us all the features we needed now, as well as a large scope of potential features that we could leverage as we continued to grow.” – David Shaul, BRS/Gage

Significant Cost Savings while enjoying a Robust Solution

Prior to adopting UniVoIP’s cloud-based phone solution, the talent agency experienced monthly communication expenses upwards of \$1,200 for a system that offered limited functionality and unreliable communications. A major factor in the agency’s decision to choose UniVoIP was cost savings mixed with their ability to adopt a solution that could handle growth with advanced features despite the agency’s size or client base. With UniVoIP, BRS/Gage saved around 69% in communication expenses per month while also gaining phone system functionality required to efficiently satisfy their client’s needs.

