



“It sounds like I spent tons of money on a phone system.”

Adam Henley, CEO, Axis Flight Systems



Highlights

- Acquired advanced features which helped establish a big business persona
- More efficient and faster response time for customer
- Reduce expenses—no major hardware costs

About Axis Flight Systems

Axis Flight Systems provides UAVs (Unmanned Aerial Vehicles) for both the hobbyist and professional seeking to create high quality aerial images. Whether a hobbyist or a professional, Axis Flight Systems provides the products and services to support the expanding market of unmanned aerial vehicles.

Ooma Office helps Axis create a more professional image and a big business persona.

Challenges

Axis Flight Systems relied solely on mobile phones to provide prompt support from anywhere. As Axis grew they received more calls and employees were unable to effectively respond to incoming customer calls or direct them to the appropriate person. Axis considered hiring receptionist to handle calls, but like any-start up, they were resource constrained. Axis needs a feature-rich and affordable business phone system for their growing business.

Solution

Axis Flight Systems was able to quickly install and implement Ooma Office without any outside help. Axis uses the Ooma Office virtual receptionist to communicate business and non-business hours as well as important news about Axis. The virtual receptionist gives callers the impression that Axis is a large and established company. Adam Henley, CEO uses the virtual extension feature to receive office calls on his mobile phone. Employees have benefited by using the Ooma Office's voicemail- to-email forwarding capability enabling them to check their voicemail messages from anywhere. This has allowed them to respond to customer inquiries more efficiently. With Ooma Office Manager, Axis now have the ability to change their settings (greetings, forward calls, assign extensions, set-up calling groups, etc.) from anywhere, at any time they want.

Benefits

Ooma Office has helped Axis Flight Systems boost their image by making it sound like a large and established company.

Axis was able to minimize their investments in a business phone system and reduce their dependency on their mobile phones to take customer calls. Ooma Office's virtual receptionist, virtual extensions and voicemail- to-email forwarding capability has helped Axis to respond to customer inquiries faster.