



“Speakeasy’s solutions allow us to focus on our core business, without wasting time and resources on dealing with unreliable connectivity and maintaining our own phone system. The advanced VoIP features, like auto-attendant, voicemail to email, and remote office allow us to work in a professional and efficient manner in the office or on the road. And it’s all manageable from an easy to use web interface.”

— Daryn Nakhuda, Chief Technology Officer, **Spam Arrest**

Spam Arrest develops and sells a popular spam blocking web application. With only seven employees, the company initially tried using individual VoIP accounts from a residential provider, but soon recognized the need for a business-class system. After an unsatisfactory experience with another provider, they came to Speakeasy seeking a better solution. Because of their extensive data throughput needs, Spam Arrest was the first Speakeasy customer to run hosted Business VoIP over a 3.0 Mbps Bonded T1.

	CHALLENGE	SOLUTION	RESULTS
FLEXIBILITY	Spam Arrest is a small company with a heavy workload. They don’t have a receptionist or extra time to manage a phone system, but they still need a professional public image.	With Auto Attendant, Spam Arrest can present itself as one cohesive entity, rather than having individual direct dial numbers for each employee. Web-based controls allow easy customization of the system from any location, without maintenance costs or rewiring.	With minimal start-up costs, Spam Arrest radically improved their communications system and polished their business image. Speakeasy provides unified voice and data services, plus a Dedicated Business Account Manager. “Speakeasy support is 100 times better than the other options,” says Nakhuda.
PORTABILITY	Spam Arrest employees often work from home and sometimes travel for work. In the future, the company hopes to institute a completely decentralized work model, with all employees working from home.	Remote Office allows employees to make VoIP calls from any phone—including a laptop softphone—using the web portal. No matter where employees are, calls appear to come from one central office.	For work-life balance or greater productivity, Speakeasy Hosted Business VoIP gives Spam Arrest freedom to explore remote worker options, without jeopardizing professionalism.
WORKFLOW	Although they don’t publicize phone support, Spam Arrest receives calls every day from customers all over the country.	With Speakeasy VoIP, Spam Arrest can send voicemails from customers straight into the support queue as emails. Support requests received by phone stay organized in the order they were received, along with the much larger number of requests that come in via email and live chat.	Spam Arrest employees enjoy improved workflow and ease of reporting. Plus, by choosing premium calling plans for all employees, Spam Arrest controls return calling costs with unlimited long-distance minutes to 22 countries and 48 states.

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