

Company profile

For more than 100 years, Thomas D. Walsh, Inc., has provided top-quality residential and commercial realty management, helping thousands of Washington D.C. homebuyers and sellers navigate the housing market. The full-service company offers expert advice regarding local housing laws and regulations; relationships with repair, maintenance and contracting firms; and legal and finance assistance.

- **Problem:**
Thomas D. Walsh's outdated phone system was hampering its ability to provide the excellent 24-hour customer service on which they pride themselves.
- **Solution:**
Using components from the AT&T Synapse® line, Thomas D. Walsh was able to create an integrated phone system that answered all its needs for simplicity and functionality, including customization, voicemail, scheduling, call forwarding and more.
- **System Profile:**
 - 9 users
 - 2 SB67010 Synapse PSTN Gateway
 - 8 SB67030 Feature Set
 - 1 SB67070 ATT SIP Gateway
 - 1 SB67040 Cordless

Effective, affordable AT&T Synapse® solutions find a home at Thomas D. Walsh Realty

Successful realtors don't just sit in their office, waiting for the phone to ring. That's why they need a phone system as nimble as they are. When Washington D.C.-based Thomas D. Walsh called Data Voice Exchange with a wish list for a new phone system, Randy Koerber, Data Voice Exchange's CEO, knew exactly where to point them.

The company's antiquated system was failing to keep pace with today's business climate in a number of ways: Chiefly it didn't offer call-forwarding capabilities to those in the field, or an automated attendant option for scheduling — both of which can be the lifeblood of a busy real estate company. Furthermore the firm needed a more sophisticated system that would handle calls based on the different times of day and whether someone was available immediately to handle a call.

Answering the Call

The AT&T Synapse system, with its excellent quality and easy-to-use features was the perfect answer for Thomas D. Walsh, due to its capabilities for call forwarding, email conversion of voicemails and highly customized experience.

Koerber was eager to suggest the AT&T Synapse solution because as he puts it, "Most client companies don't have the foggiest ideas how to deal with SIP Trunking, but VTech¹ makes a SIP gateway that works flawlessly and affordably."

Not only that, but with the SIP gateway they offered, "We were able to crush their phone bill. We reduced it by 50 percent which virtually paid for the entire system," Koerber says.

Superior Service = Content Customers

Koerber prides himself on the end-to-end service his company provides, from installation to employee training. “We provide turnkey solutions: We hook the whole thing up and troubleshoot from beginning to end. Busy customers don’t want the installer and the carrier to bicker about why something isn’t working. They want it fixed, and that’s what we do.”

He was able to get Thomas D. Walsh’s system up and running in no time, with a seamless integration that solved their business issues – and saved them money to boot. Now that’s something for busy realty agents to call home about.

AT&T Synapse: Simplicity without sacrifice™

AT&T Synapse is the ideal communications solution for growing businesses. Features such as voicemail-to-email forwarding, call queuing, ring groups, remote access, least cost routing, group mailboxes, music on hold, FXS ports and busy line signaling keep everyone plugged in and productive. It’s all backed by a two-year warranty from a trusted brand that’s committed to helping SMBs stay ahead of the curve. The simplicity you want to get up and running quickly with the flexibility, mobility and affordability you need to outpace the market—that’s AT&T Synapse.



SB67030
feature deskset



SB67010
PSTN gateway



SB67070
SIP gateway



SB67040
cordless headset

1 Advanced American Telephones (AAT) designs, manufactures and distributes AT&T-branded telephone products in the United States and Canada under a brand license agreement with AT&T Intellectual Property II, L.P. AAT is owned by VTech Holdings Ltd.