



Delivering Stable, Scalable Unified Communications



CASE STUDY

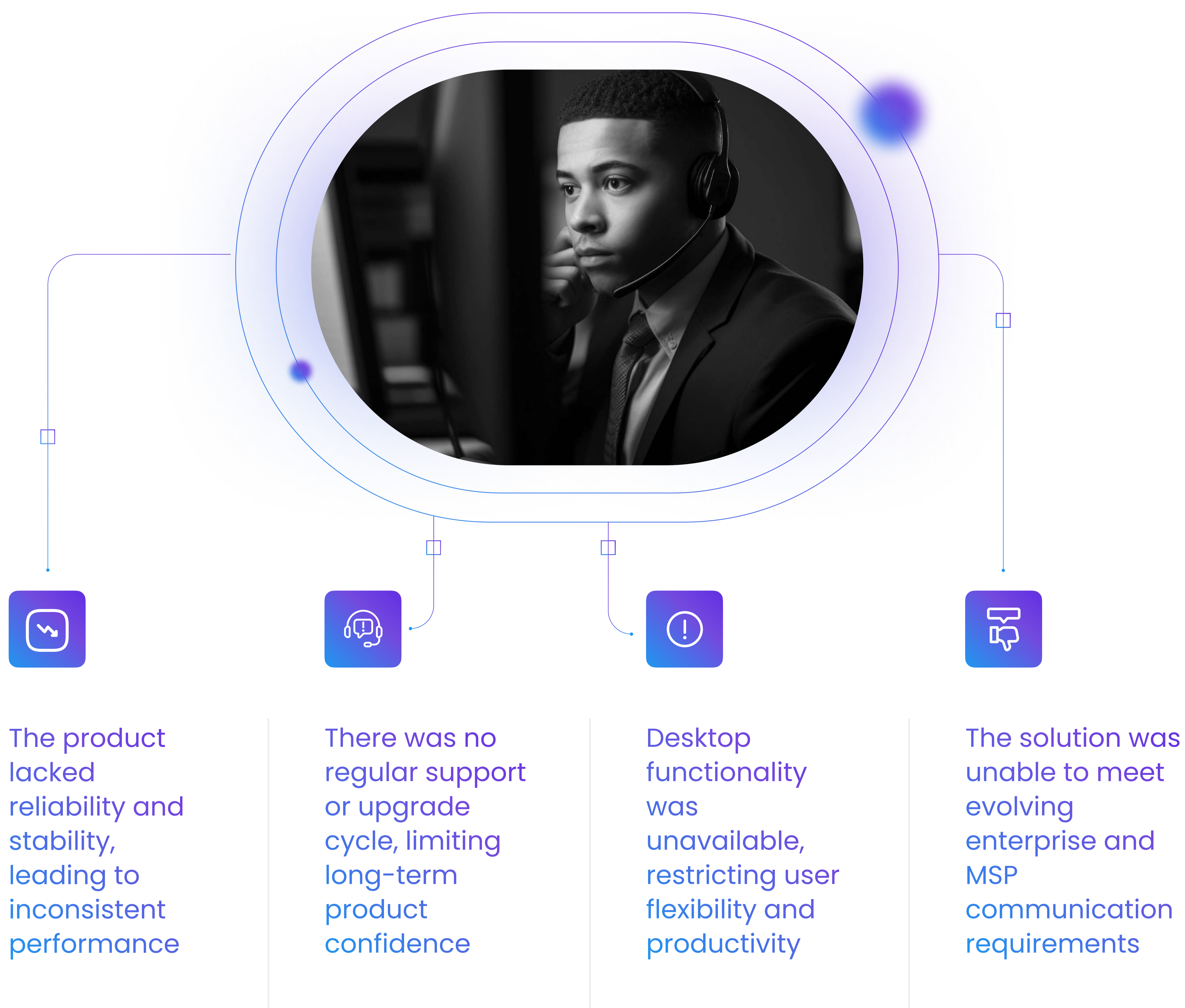
Introduction:

OIT, LLC is a service-first organization based in Miami, Florida, specializing in telecommunications and distributed networking. The company delivers Hosted UCaaS, Next Generation Fax, and Mobile Applications, enabling MSPs, technology service firms, and distributors to offer advanced Unified Communications solutions to their clients.

Operating on the Netsapiens platform, OIT aimed to enhance its communication experience by adopting a reliable, scalable, and future-ready softphone solution. The objective was to overcome limitations of their existing softphone product while ensuring stability, flexibility, and seamless usability across devices.

The Challenge

Before implementing Tragofone, OIT faced several challenges with its existing softphone solution:



These challenges made it difficult for OIT to deliver a consistent, modern communication experience aligned with its service-first approach.






The Solution

Why OIT Chose Tragofone?

OIT selected Tragofone as its unified communication solution due to its proven product stability, responsive support, and strong functionality across both desktop and mobile platforms. Regular upgrades ensured continuous performance improvements, access to new features, and long-term reliability, making Tragofone a future-ready solution aligned with OIT's operational goals.

Implementation Approach

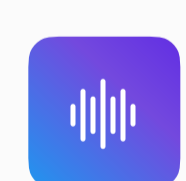
The implementation focused on delivering a seamless and effortless integration with OIT's existing systems. Using Tragofone's APIs, the deployment enabled:

-  Direct user login to the Tragofone application using existing credentials
-  Access to core communication features, including calling, messaging, and voicemail
-  Automatic synchronization of contacts, call history, and voicemail data
-  Use of a single account across multiple devices (desktop and mobile) without additional configuration
-  This approach minimized deployment effort, reduced training overhead, and ensured rapid user adoption.



Key Features Used

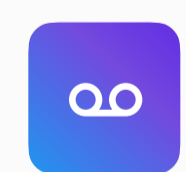
OIT utilized Tragofone as a complete softphone solution across desktop and mobile environments to support flexible and distributed work models. Key features included:



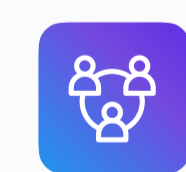
Voice calling



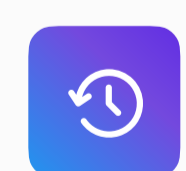
Messaging



Voicemail access



Contact synchronization



Call history and voicemail synchronization across devices

The Results

Measurable Outcomes Achieved



Seamless and stable integration with OIT's Netsapiens ecosystem



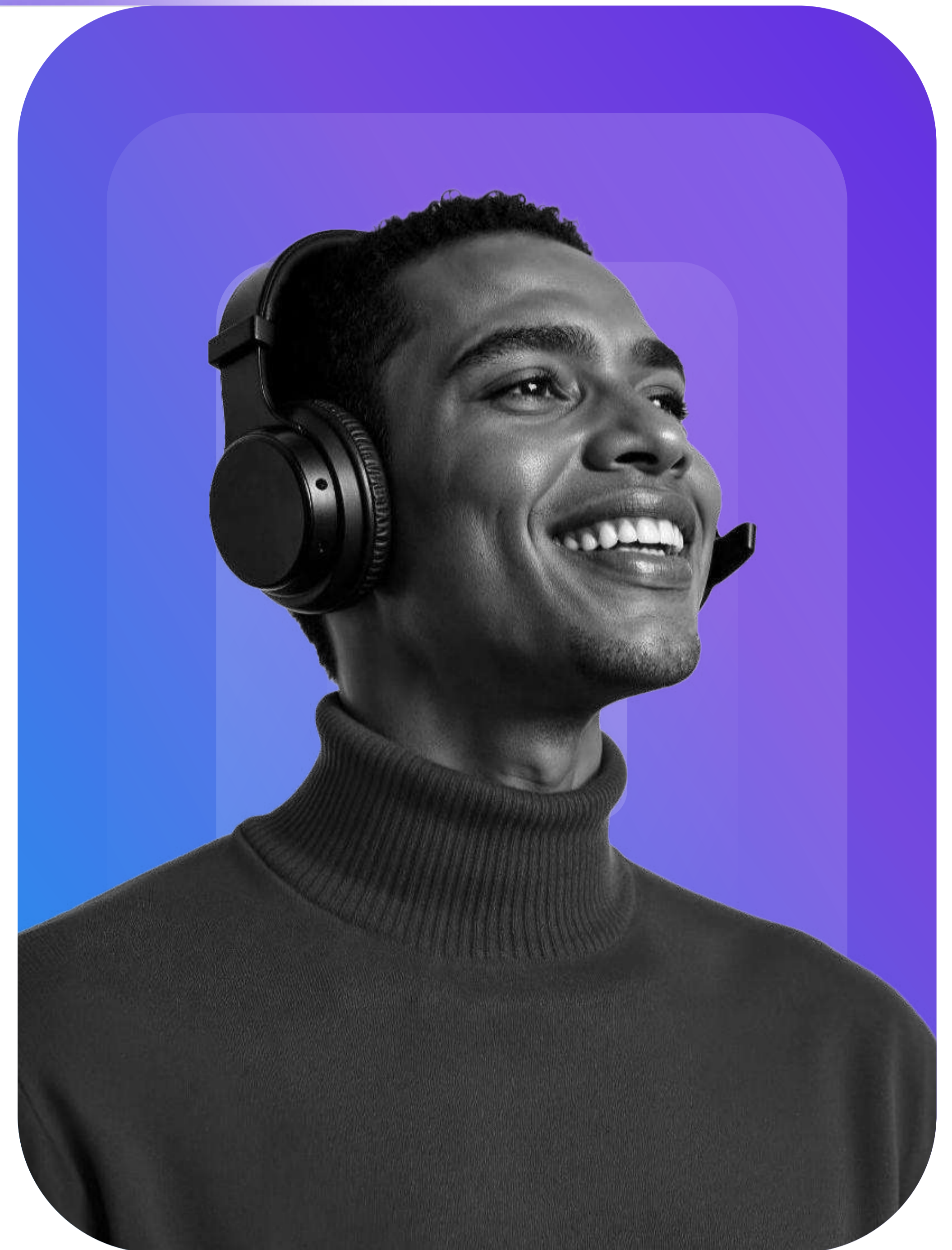
Improved user flexibility with access across desktop and mobile devices



Greater user independence through **uninterrupted multi-device communication**



Reduced dependency on hardware phones, supporting a modern, software-driven communication mode



Conclusion

By implementing Tragofone, OIT successfully transformed its communication offering into a stable, flexible, and future-ready solution. The partnership addressed key product limitations, improved end-user experience, and delivered a seamless unified communication experience across devices, strengthening OIT's ability to support MSPs and enterprise clients with confidence.