



CASE STUDY Bay State Cruise Company Boston, MA



It's Smooth Sailing for Bay State Cruise Company with Partners Technology

Celebrating its 49th year of sailing people between Boston and Provincetown, Massachusetts – or “Ptown” as it’s fondly referred to locally – Bay State Cruise Company is proud to be part of the storied New England summer activity that’s even older than baseball. Ferries have been carrying passengers across Massachusetts Bay since 1842 (the Boston Red Stockings were founded in 1901) and over the last 49 years, Bay State has earned the distinction of being the longest-running ferry service serving Provincetown.

During the last nearly five decades, Bay State Cruise has expanded from running the route between Boston and Ptown from two times a day to seven trips, seven days a week between May and October. It started in 1973 with its first steam-powered ship, continuously upgrading service with more, larger, and faster ferries. Today its Fast Ferry® service runs on modern technology driving energy-efficient, high-speed engines to make crossings fast and comfortable.

As trips across the bay became faster and more streamlined, another critical part of Bay City Cruise’s business was slowing down. Its old phone system had reached its end of life and was no longer supported by the manufacturer. Faced with shifting its office location multiple times over a four-year period, the company needed a new system that could easily adapt to its business needs and today’s evolving communications technology. And with the outbreak of the covid pandemic, they needed it fast.

Bay City Cruise Manager Julie Pagano turned to long-time telecommunications partner Partners Technology for a solution. Jim Rabbitt, managing partner at Partners, recommended its hosted IP phone system to ferry their client through multiple moves and the pandemic.

“Our hosted VoIP system offers a unified, feature-rich communications solution that’s ideal for meeting the unique challenges of small to mid-size businesses like Bay City Cruise,” said Rabbitt. “The phone system is easy to set up, learn and use, which was critical as they changed office locations and then needed to work from home for a period.”

Pagano agrees.

“This system allowed us the confidence to change locations without interruption to our vital phone service. It was easy to train our employees on and makes them more efficient.”

Much needed new features now provide Bay City Cruise with disaster recovery, call recording and a work from home option using Partners’ Softphone App.

“I am a big fan of this system and am always happy to recommend it,” says a pleased Pagano. It has been a great tool for us during the pandemic and as we begin our second move to the other side of the pier.”

She’s also happy to recommend Partners Technology.

“We’ve enjoyed a great working relationship with Partners and their employees for over 20 years now.



“Our service needs are always met with a kind, courteous and prompt response. I would highly recommend Partners as a phone service provider.” – Julie Pagano, Manager



ABOUT Bay State Cruise Company

In 1842 the first steamship service began between Boston and Provincetown. Today, Bay State Cruise Company provides ferry transportation service from Boston to Provincetown MA, Encore Casino, Seaport Boston Inner Harbor, St. Pete to Tampa, FLA, and Harbor Islands.

ABOUT PARTNERS TECHNOLOGY

At Partners Technology we provide organizations of all sizes with advanced networking, communications and technology solutions. We offer a full range of products and services, including a comprehensive suite of voice products, data networking solutions, managed services and cloud services.

With an unwavering focus on customer service, Partners Technology enjoys some of the highest customer loyalty and satisfaction ratings in the telecommunications industry.

As an Exclusive Mitel Gold Business Partner, we service all of New England and are able to service our customers globally utilizing a network of over 1,600 value-added Mitel resellers and partners.



Bringing People and Technology Together

781.930.5000 | 471 Page Street, Unit 6 | Stoughton, MA 02072 | www.partnerstechnology.com