



**CASE STUDY**  
**Brownell Systems, Inc.**  
**Mattapoisett, MA**



## Multitasking Brownell Systems Manages Multiple Businesses with Single Hosted Solution from Partners Technology

Striking the right work/life balance is difficult enough for most people. But when you own and operate three different businesses, it can seem near impossible. That's where the right communications system can make all the difference, making the impossible, possible.

As Cindy Brownell, owner and president of Brownell Systems in Mattapoisett, Massachusetts, explains, "We run multiple family businesses and needed one phone system for a small staff to be able to manage three companies at once, keeping each separate from the customer perspective."

To balance the communications needs of her business's three companies -- Brownell Systems Boat Transportation and Storage, Mattapoisett Self Storage and Fileguard Records Management – Cindy trusts her phone technology needs to long-time partner Partners Technology.

"Partners has been so helpful with providing the right solution for our unique needs," she says. "They take the time to make sure it's right. They are there when you need support. I have enjoyed having them as our phone 'partner' and not having to worry about shopping around every time technology changes."

With a new hosted cloud-based communications solution from Partners, Brownell Systems has been able to reduce capital expenses, as well as maintenance, administration, and equipment costs, all while enjoying the benefits of the latest IP PBX features and solutions.

"The ability to control and access the phone system from anywhere really helps with the work/life balance," says Cindy. "We're able to save a lot of time and multitask by utilizing call routing, voice mail to email and repetitive information sharing. The IP phones we use give us the flexibility and customization we need to match the way we work."

All of which, she adds, have resulted in greater efficiency and better customer service, along with a very beneficial ROI.

"We've been using Partners Technology for many years, and they've helped us stay up with utilizing the best technology as new developments in the phone industry evolved. They take the time to educate and offer personal service. They're always there when we need them, and they're very fair and competitive with pricing. I'd highly recommend working with them."

Satisfying customers like Brownell Systems is what makes Partners' Managing Partner, Jim Rabbitt, proud.

"I love it when you know you've ticked all the boxes for a customer," he says. "It's particularly gratifying when you know you've helped swing that work/life balance in their favor. "We're happy to provide Cindy with the ability to manage multiple businesses using one phone system so they can handle more phone volume and messages with minimal staff without worrying about keeping up with today's constant advances in communications technology and systems."

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– Cindy Brownell, President



#### ABOUT Brownell

*Since 1954, Brownell, a family-owned business has been serving boat owners in Mattapoisett, Massachusetts. Hauling, launching, and transporting boats to and from the marina as well as storing boats in the off season.*

*As a family business with over 60 years of experience in boat moving, you can rest assured your boat is in safe hands.*

#### 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**

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