

# Always on the Move, NAI Long Island's VoIP Phone System is Designed with Responsiveness & Efficiency in Mind

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**NAI LONG ISLAND  
FRANK SOCCI, CPM  
PRINCIPAL**

***“The VoIP System allows us to expand our office and presence. The phone app enables our people to take their phones with them everywhere yet still seamlessly ties them back to the office.”***

**When you build a business around real estate and commercial properties sometimes the hardest client to plan for is yourself.**

This was the challenge that NAI Long Island, a leading real estate and support services firm faced when it made the decision to move its headquarters in 2015.

With so many available buildings, the choice could not have been easy, but after months of review, feasibility studies, design plans and budget forecasting, NAI chose a building and the planning began.

With the intention to create a more efficient space for its employees, NAI considered many technologies that could support its infrastructure, IT network and communications platforms. Leading the project was NAI Principal and Director of Property Management, Frank Socci, Jr. CPM®.

Socci's company (NAILI) is acknowledged in the industry as a brokerage house of excellence and quality. Their professionals have in depth market knowledge and experience and the proven ability to negotiate successful real estate transactions. NAILI is also an Accredited Management Organization and a leader in both commercial and residential services. The company's expertise is complemented and enhanced by its professional staff and a state of the art technology with it's up to the minute property and market information.

To keep these systems up and running and problem free, Socci has known John Hassler, president of 2000 Computer Solutions for nearly 20 years. Previously as colleagues in supporting sister industries and since 2000 in a client / vendor relationship that both feel is successful.

**SPECIAL THANKS TO FRANK SOCCI FOR HIS CONTRIBUTION TO THIS CASE HISTORY AND TO NAI LONG ISLAND, A LEADING REAL ESTATE AND SUPPORT SERVICES FIRM**

With regard to the recent move, Socci brought Hassler into



his early planning stages for his assistance in assessing the building and NAI's technology needs. Once the final building was selected and a scope defined, Hassler was able to provide budget parameters for the integration of the company's IT needs and phone system.

Socci comments, ***“Even though I’ve worked with 2000 Computer Solutions for years, I didn’t realize that John also provided phone systems. We had been investigating VoIP systems through other vendors, but John’s system package was able to provide better pricing and more features than some of the other systems I had investigated.”***

Hassler explains, *“VoIP or Voice over Internet Protocol is another methodology for the delivery of voice communications and multimedia sessions over the Internet Protocol or IP network. It is also referred to as IP telephony, Internet telephony, broadband telephony, and broadband phone service. In its most basic terms, you’re placing your telephone calls over the Internet.”*

Growing in popularity, VoIP systems provide significant benefits compared to legacy phone systems and many of John's clients have made the switch, Hassler says, *“Not only can VoIP customers save on their monthly phone bills, but they typically realize a reduction in the cost for equipment, lines, manpower, electrical usage, and maintenance. Our clients really appreciate the value VoIP delivers.”*

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*Growing in popularity, VoIP Systems provide significant benefits compared to legacy phone systems and many businesses are making the switch for cost savings and greater efficiencies.*

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VoIP Systems integrate all of the voice and data traffic into one physical network, thus bypassing the need for separate PBX tie lines. Indeed, after the initial set up costs, clients typically realize significant net savings for system management and maintenance because there is no need to sustain a separate legacy telephone system in addition to the network.

Socci offers yet another benefit for the VoIP System he purchased, ***“The VoIP System allows us to expand our office and presence. The phone app enables our people to take their phones with them everywhere yet still seamlessly ties them back to the office.”*** This continuity gives NAI clients a consistent experience and an ease of communication with the brokers and real estate professionals that handle their properties and interests.

In addition to keeping the employees connected to the business, the VoIP system is able to tie together multiple offices so whether the call is coming out of NAI corporate in Melville or one of its satellite offices in Long Beach or Bayshore, clients are able to seamlessly reach their contacts within the organization.

In addition to the phone systems, NAI partners with 2000 Computer Solutions for all of its on-site and remote IT support with a managed service plan that fits the unique needs of their business. Working with a trusted vendor for one major part of your business creates an easy

bridge to working with them in another, Socci says that he sometimes prefers the “one-stop” shop approach to his technology needs. This way he says, **“There isn’t a blame game between the IT vendor and the phone vendor.”** Indeed, in this way clients can benefit from a very comprehensive client / vendor relationship and always know who to go to when they have the need for technical advice or guidance with an issue or a new opportunity.

Socci speaks highly of John and says he confidently recommends 2000 Computer Solutions and John to other businesses that need IT consulting, support, services and phone systems. He says, **“John has always done the right thing, he knows his business and he can take my honest opinion and is equally able to share his. It’s a relationship built on trust that has stood the test of time.”**

### About NAI Long Island

The philosophy of NAILI is to consistently provide unsurpassed quality of service to our clients in all facets of brokerage and property management, and to maintain a positive, creative work environment. NAILI has assembled an outstanding group of professionals who are specialists in the management, sales, and leasing of properties. Their understanding of the market, and their local and regional marketing capabilities are unsurpassed. Strategies implemented by NAILI include a combination of marketing fundamentals and innovative targeting and promotion, based on a clear understanding of the competitive position of the property. An important component in their approach to marketing is close coordination with the owner and property manager to ensure that each aspect of property operations enhances its marketability.

To learn more about NAI visit their website at [www.nailongisland.com](http://www.nailongisland.com).



**2000  
Computer  
Solutions**  
INC.

### About 2000 Computer Solutions, Inc. and Tech2020 Solutions

2000 Computer Solutions, Inc and its new brand identity Tech2020

Solutions offers complete turnkey solutions for the technologies that drive your business, stores and secures your data and helps you communicate in and outside of your company.

Offering offer multiple levels of on-site and remote support, monitoring and maintenance for your data, IT, phones and peripheral equipment needs including: general IT Support and Services, Cloud Storage and Applications, Network Security, Back Up, Mobile Solutions, VoIP Phone Systems, Unified Communications, Business Continuity, Disaster Recovery and other Scalable Technologies.

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