

# GROWTH FROM EARLY PIONEER TO MSP WITH PBXWARE MULTI-TENANCY



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## ccn CASE STUDY

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Fritz Welter, founder and managing director of ccn GmbH, has decades of experience dating back to the early 90s, making him a true pioneer in the Internet Services and Telecommunications industry.

This pioneering spirit eventually led him to founding one of the first German ITSPs in 2014. Today, ccn provides services ranging from network and VoIP infrastructure, networked transfer points and support and partner services.

## PBXware Easy to manage, set-up, and configure.

Following up on the experience he attained in his early years in the field, Fritz saw an opportunity to expand their portfolio of product offerings for their clients and joined forces with Bicom Systems to create a full telephony software solution.

He found PBXware "easy to manage, set-up, and configure," and the multi-tenancy architecture supplied him with a scalable solution that has been key to their ongoing growth.



When we asked him about his favorite feature of partnering with us, Fritz said that it's all about the people that work at Bicom Systems.

"The fact that I've been connected with the same people - both sales and technical - with a long term relationship makes a big difference compared to other providers on the market."

He also appreciates the efficiency and innovation of the Bicom Systems Support Team, saying they are "quick to respond and always try to make everything happen."

Whenever Fritz needs a new feature, he knows any request he makes will promptly reach the right people and the team will swiftly deliver the results.

**Today, 30% of ccn's annual sales revenue comes from selling Bicom Systems products.**

**This is huge growth over the span of ten years growing their solution.**



ccn recently upgraded from PBXware 5 to PBXware 6.

The prechecks and preparation done by the support team were very professional and worthwhile. "This major upgrade lasted 20 minutes with zero issues whatsoever" says Fritz.

Looking to the future, ccn has set forth plans to become a full MSP later this year, specializing in Telecoms and VoIP.

They have also begun partnering with VoIP resellers to promote their product and expand their clientele base across Germany.

We are excited to see their continued growth in the coming months and years, and stand ready to provide assistance to our valued partner as they encounter any new business opportunities or threats.





## ccn

Managed Service Provider for SIP Trunk, Cloud PBX, UC & Teams Telephony.

## CONTACT INFO

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## BICOM SYSTEMS

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