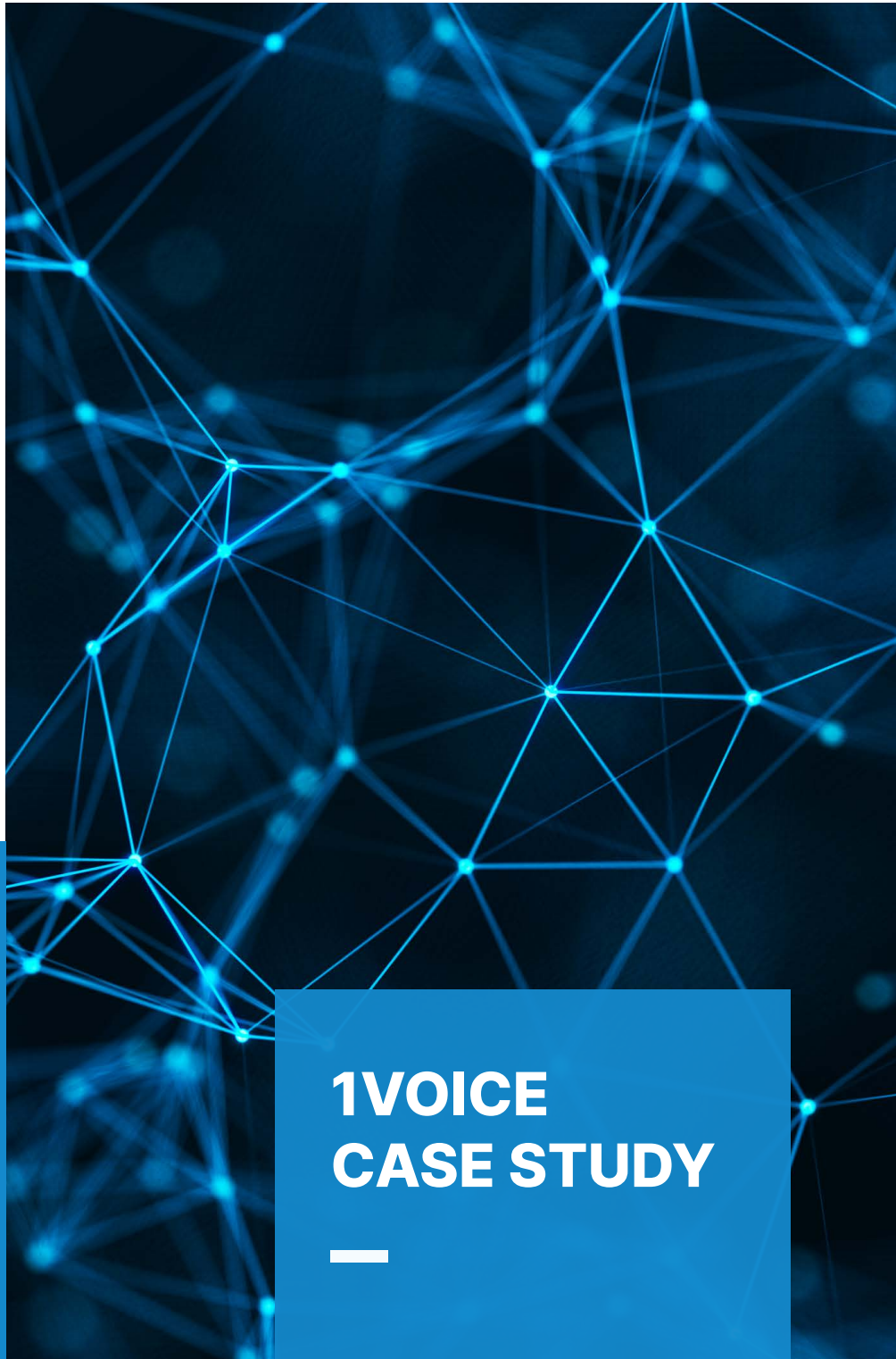




DAVID VAYMAN
MANAGING PARTNER



1VOICE CASE STUDY

DATE:
APRIL 2024



1VOICE

1voice is a business communications provider in New York and the Tristate area that serves a wide variety of niches and markets with their cloud based, mobile-ready, state-of-the-art business phone system.

JUMPING INTO THE INDUSTRY

David Vayman's journey into the telephony industry began in 2016 when a friend invited him to join his VoIP start-up business.

Despite his lack of experience in the field and the company only having two customers at the time, David decided to take the leap.

Eight years, one pandemic, and an internal rupture later, David is now the fearless leader of 1Voice, a prominent business communications provider in the Tristate area.

Boasting "One Phone System, Thousands of Possibilities," 1Voice serves a wide variety of niches and

markets with their state-of-the-art business phone system.

But before all of that, David joined the small company, bringing his eagerness to learn, business expertise, and integrity to the table.

Already running on Bicom Systems, the company began onboarding new customers and quickly grew to a prominent position on the market.

COMPARING VENDORS

As their growth continued, the pair of entrepreneurs tested a few different solutions, but "honestly couldn't find anything remotely close to what Bicom Systems was offering," according to David.

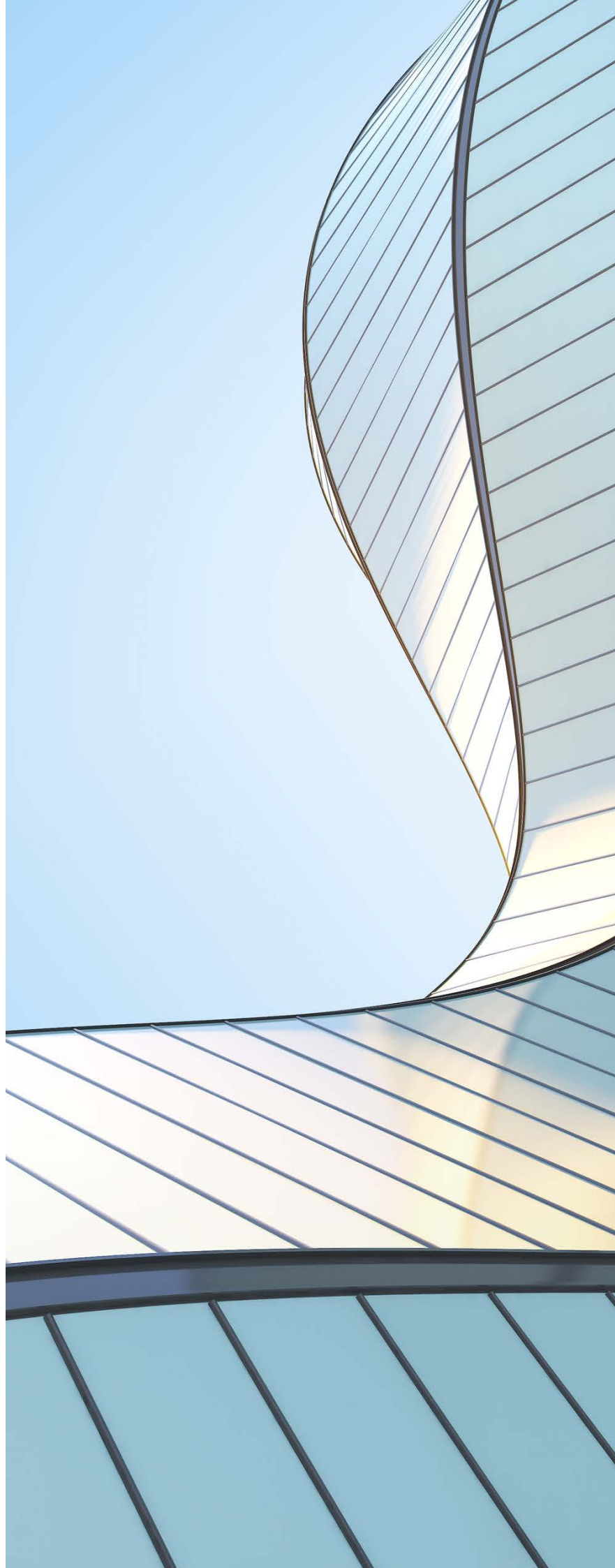
One of the options they tested was FreePBX, but the lack of multi-tenancy meant it was never a true option at all.

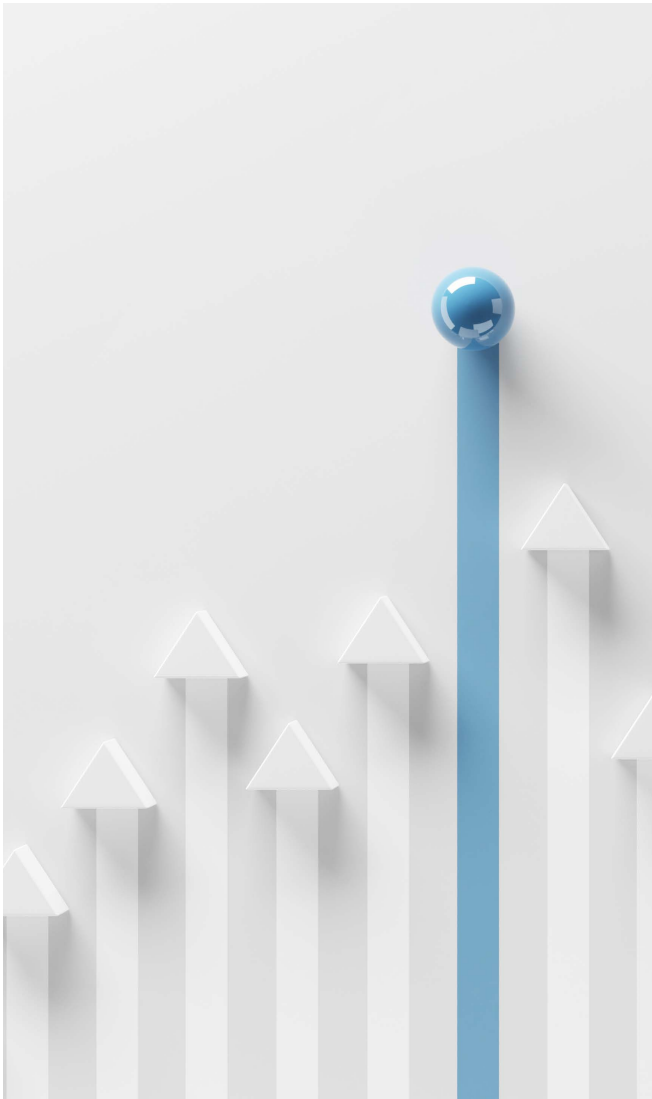
The process of creating a workaround to support each new tenant was time consuming and entirely unrealistic.

Today, David knows he is capable of building his own system, but the cost to build a solution like the [Bicom Systems Platform](#) would be "an enormous undertaking."

Our complete suite of software includes all of the pieces needed to take a business communications solution to market, from the powerful [virtualization platform](#) to a scalable and flexible [telephony solution](#) to our feature-rich [unified communications apps](#).

David is content that "the cost is justified, especially with white label [products]" that allow him to brand the products as his own and control pricing, marketing, and customers independently.





BUMPS IN THE ROAD

1Voice gradually grew to a prominent position in the market, but then 2020 came and the covid-19 pandemic took its toll.

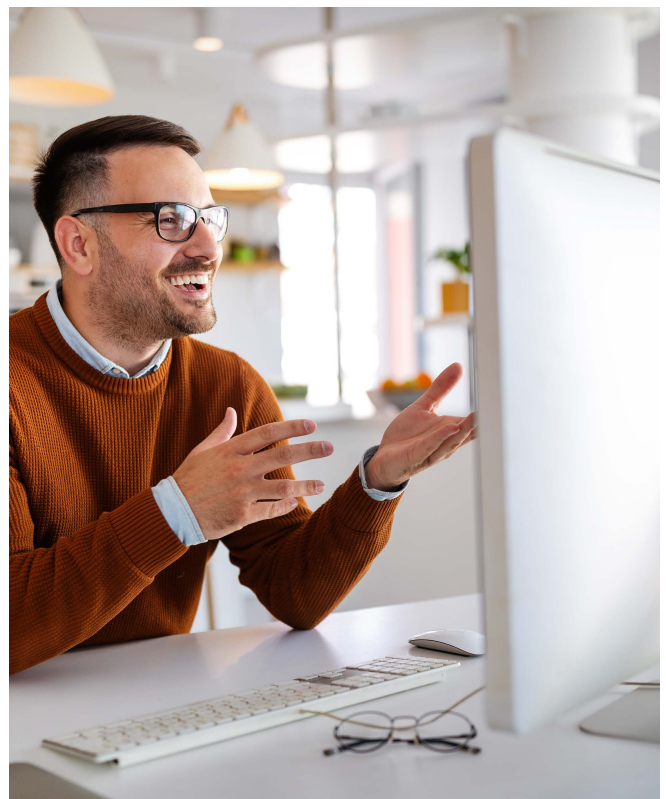
For two years, David saw not only a decline in the number of onboarding clients, but also existing customers forced to close their doors.

Compounded by the culmination of internal issues that forced a complete restructuring of the company, 1Voice faced a rough few years.

Not one to give up easily, David took the reins of the company last year and the growth since that point has been astounding.

“

Now that gloCOM has evolved into Meeting and SMS and CRM integrations, I feel like this platform is the only platform that allows my business to compete with the Nextivas and Ring Centrals while keeping my price range at a certain rate.



FINDING NEW FOOTING WITH INNOVATIVE TECHNOLOGIES AND LUCRATIVE NICHES

Today, 1Voice is growing by leaps and bounds thanks to their quick adoption of new technologies, responsiveness to customer requests, and willingness to pioneer into lucrative niche markets.

Until recently, 1Voice was using a third-party UC desktop and mobile app, but it was falling short.

Customers were literally begging for SMS. Enter: gloCOM, our unified communications desktop and mobile designed to streamline and enhance communication.

"Now that gloCOM has evolved into Meeting and SMS and CRM integrations, I feel like this platform is the only platform that allows my business to compete with the Nextivas and Ring Centrals while keeping my price range at a certain rate," says David.

Omnichannel is another feature that is vital to expanding his product offering and ensuring continued customer satisfaction. David is very excited about these changes plus the new releases coming up at Bicom Systems.

"You guys are releasing stuff a lot faster than we can create marketing materials" he jokes. He is especially looking forward to Version 7.2 and predicts it will be a "much more refined and sellable product."

David has found that entering niche markets with targeted solutions is another driver of business growth and stability. 1Voice currently has a large presence in both the Financial and Smart Home industries thanks to their custom integrations with CCTVs, smart automation technologies, and merchant processing systems.



1Voice has experienced 20% growth on a month-to-month basis. They expect their year-to-year growth in 2024 to be between 20-40%.

THE PATH TO ONGOING GROWTH

Both their flexibility in pursuing new markets and quick adoption of new technologies have driven significant growth.

Over the past four months, 1Voice has experienced 20% growth on a month-to-month basis. They expect their year-to-year growth in 2024 to be between 20-40%.

Looking forward, 1Voice plans to continue customizing their solutions to harness new technologies and target additional markets.

They are already working on a VIN solutions integration with Bicom Systems and expect to onboard a number of car dealerships in Quarter 2 of 2024.

Another project for this year is the custom frontend dashboard that David is building for his customers and internal use.

He likes the existing Bicom Systems dashboard, but wants to build a simplified version for end users that integrates Artificial Intelligence (AI) and custom analytics.

Bulk messaging is another dream for 2024. They are building their own platform to support the marketing-gearred SMS platform that customers have been requesting.

Expanding on these projects and upcoming releases, 1Voice plans to expand geographically this year as well. Right now, they are a well-known name in the Tristate area. They already have some customers across the country and hope to expand to become a nationwide solution.

Bicom Systems is thrilled to have been part of this journey from the start and proud to support such an innovative partner who continues to expand and adapt to pursue ongoing growth in a dynamic market.

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is an innovative Unified Comms software manufacturer with all of the pieces to start and grow a telephony company, from a virtualization platform to Multi-Tenant PBX to UCaaS apps.

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