



# How Acme Residential Saved \$24K Annually and Improved Network Reliability with Sangoma's Managed Cloud and Communications Services

## About the Customer

Acme Residential is a privately owned real estate management company operating over 4,000 apartment units across Michigan, Ohio, and Mississippi. With 24/7 operations and a growing portfolio, reliable communication and secure connectivity are critical to their day-to-day leasing and business functions.

## The Challenges

- › **Unreliable phone service:** Their previous provider often took days to resolve issues, disrupting leasing operations and customer communication
- › **Lack of urgency and support:** With homes to manage around the clock, downtime wasn't an option, but timely service was lacking
- › **Cost and scalability constraints:** Existing network infrastructure wasn't flexible or cost-effective enough to support expansion
- › **Security gaps:** Acme needed better visibility and peace of mind when it came to network protection

## Key Outcomes

- › **Built-in scalability for growth:** Cloud-based firewall priced per solution, not per location, makes it easy to expand without added complexity or cost
- › **Cost savings:** \$24,000 in annual savings
- › **Reliable connectivity and stronger security:** Managed cloud firewall that's easy to scale with each new property
- › **Better support experience:** Onboarding hit every timeline and issues typically handled the same day

## Sangoma's Solutions

With the help of partner Cygnus Systems, Acme began rolling out Sangoma's services in phases, starting with their corporate office and expanding to 25 property locations:

- › **Sangoma [Cloud UCaaS](#) paired with P325 phones:** Leasing staff now has the tools to make, park, transfer, and receive calls with ease
- › **Broadband circuits with 4G backup:** Ensures stable, always-on internet connectivity across properties
- › **Managed FortiGate routers and a Managed Cloud Firewall:** Delivers centralized protection and simplified expansion to new sites
- › **Scalable setup:** 64 seats across 25 locations, and future plans to adopt the [TeamHub app](#) for even greater collaboration

**"It just works. With the managed firewall, we don't have to think about it, it gives us peace of mind. Support has been great, and the pricing model is simple and scalable."**

**Robert Goldman**  
IT Technical Lead, Acme Residential

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