

## Technology & Consulting Case Study

Netlink Voice Helps  
OperaConnect Modernize  
Client Communications

### The Challenge

OperaConnect, a managed IT services provider based in Daphne, Alabama, serves clients across the Southeast with modern communications, connectivity, and security solutions. When one of Opera's customers needed to replace an outdated phone system that was unreliable and expensive to maintain, the Opera team looked for a trusted partner who could deliver a modern solution without disrupting the client's daily operations.



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“Netlink has been a great vendor partner! They’ve been quick to help in anything we’ve needed – **without question.**”

– **Madison Cruz**  
VP of Sales, OperaConnect

## The Action

Netlink Voice worked alongside OperaConnect's team to design and deploy a cloud-based phone system that addressed the customer's growing communication needs, complete with features like direct lines, automated routing, voicemail-to-email, and mobile-first capabilities. Netlink also provided:



Number porting with zero downtime and full staff



Pre-configured IP phones and softphone applications



Post-launch support with real-time monitoring and adjustments



## The Results

Thanks to Netlink Voice, OperaConnect was able to provide its customer with a cutting-edge communication solution – and gained a partner to turn to whenever its clients need hassle-free business technology. With Netlink Voice, Opera can offer:



Flexible voice services that **keep teams connected** anywhere



Reliable call quality and **99.999% uptime**



**Built-in geo-redundancy** for business continuity



Scalable systems designed for **seamless growth**



**Easy integrations** with essential business applications



Responsive support from a local team, **available 24/7/365**

# NetlinkVoice