



Case Study: Bozzutto

A Real Estate Leader Streamlines Telecom Operations and Reduces Costs with TPx

Case Study Overview

Company: Bozzuto
Industry: Real Estate Development & Mgmt.
Employees: 3,000+
Locations: 285+ Nationwide
TPx Solutions: Hosted VoIP, Managed Services
Key Results: Thousands in annual cost savings, consistent communications nationwide

The Challenge

Bozzuto, a nationally recognized real estate company with more than 3,000 employees and 285 locations, has built its brand on delivering extraordinary living experiences and trusted service. But when a national carrier acquired their telecom provider, service quality dropped - fast.

What should have been a seamless managed service turned into escalating costs, mounting support tickets, and increasing frustration for internal teams. Bozzuto's IT leaders were spending valuable time managing phone issues instead of focusing on strategic initiatives.

For leadership, that meant rising operational costs, lost productivity, and risk to brand reputation.

The TPx Solution

To regain reliability and control, Bozzuto turned to TPx - a partner that prioritized responsiveness, simplicity, and measurable outcomes.

Reliable, Scalable Voice Communications:

TPx's hosted VoIP solution provided consistent, high-quality voice service that could be easily replicated across Bozzuto's nationwide portfolio.

Simplified Management:

TPx handled all provisioning, maintenance, and troubleshooting, freeing Bozzuto's IT team from day-to-day telecom management.

...

Customer-First Support:

Dedicated account management and responsive service restored confidence and reduced internal workload.

...

TPx delivered what others couldn't - a stable, repeatable model that matched Bozzuto's growth and commitment to excellence.

Business Impact

Partnering with TPx helped Bozzuto turn technology into a business advantage.



Significant Cost Savings:

Bozzuto's standardized VoIP platform delivers substantial savings across its 285 properties



Improved Efficiency:

Bozzuto's IT team reduced time spent managing telecom issues, redirecting focus to innovation and enterprise growth.



Enhanced Client Experience:

Property managers and residents alike benefit from reliable communications that elevate service delivery and responsiveness.



Consistent Quality Nationwide:

With a standardized platform and partner support, Bozzuto can deploy the same reliable solution across all properties, efficiently and at scale.

Partner Perspective

“TPx delivers a superior phone solution at significant cost savings. This has been key to the success of our partnership with TPx,” said Robert Price, Senior Director of Technology Services at Bozzuto. “We don’t have to have an in-house phone expert - we’re able to rely on TPx to provide that skillset.”





Strategic Value for Executives

For Bozzuto's leadership, the value of TPx goes beyond technology by enabling growth without adding complexity.

By outsourcing voice infrastructure and support to TPx, Bozzuto:



Reduced operating costs across its nationwide footprint.



Improved business continuity and service reliability.



Empowered teams to focus on strategic initiatives that drive value and customer satisfaction.

TPx's partnership model reinforces the **excellence, consistency, and trust** Bozzuto is known for across every property and every interaction.

Operational Value for IT Leaders

For Bozzuto's IT team, partnering with TPx brought lasting operational improvements that lightened their workload and improved system performance. With TPx managing hosted voice and support operations, Bozzuto's IT leaders can now:



Eliminate recurring telecom issues and reduce support ticket volume



Ensure consistent uptime and call quality across 285+ locations



Standardize systems for easier scaling and vendor management



Redirect technical resources toward innovation and strategic projects

This alignment between IT and business goals has created greater efficiency and clearer accountability, establishing a stronger foundation for future growth.

About TPx

TPx is your sidekick for smart IT – helping organizations connect, secure, and grow with confidence. Leveraging decades of experience, TPx delivers managed services for cybersecurity, networks, and cloud communications that reduce risk and maximize the value of IT investments.

[Visit TPx.com to learn more.](https://www.tp.com)