

## Success Story:

# Mainstay Underwriting

Mainstay Underwriting has been providing underwriting services to insurance solutions in various industries for the past six years. From car dealerships, motor trades, unoccupied property to hail insurance, Mainstay underwrites a variety of products. With a mission to constantly grow, innovate, and outperform competitors, Mainstay aims to provide an exceptional platform for customer engagement.



## Challenge

Mainstay's primary customers are insurance brokers, so ease of communication and collaboration is paramount. However, the company faced challenges with an antiquated and inflexible communications systems, hindering efficiency. Initially, VoIP solutions were explored, but they lacked flexibility and affordability. With opening a new office and implementing work-from-home flexible work arrangements, they needed a solution that would allow employees to stay connected between offices and remote working.



## Solution

In search of a telephony solution that was feature-rich as any enterprise-grade call centre but affordable for a small business, Mainstay spoke to their Managed Service Provider (MSP), IT Logic. "IT Logic are core to what we do", said Adam Dalton, "They know our business and they participate in our digital transformation journey, not just supply an IT service." Through IT Logic's recommendation, Mainstay was introduced to GoTo Connect which transformed their communications landscape.

"GoTo Connect has been a game-changer for us. The flexibility and affordability it offers are unparalleled," said Adam Dalton, Managing Director of Mainstay Underwriting. He continued, "the GoTo representative did a couple of demos, and when he told me the price, I asked, 'Can we sign up today!?' It was phenomenal!"

The decision to choose GoTo Connect was straightforward. The adoption process was simpler than the previous VoIP solution, along with the flexibility of the solution itself as well as the responsive support received all helped to instil confidence in moving to GoTo. Dalton shares,

"GoTo Connect is a flexible solution with excellent support. Any issues, I give them a buzz and the turnarounds are quick. The GoTo representative I deal with provided excellent support throughout the evaluation process, and the pricing was phenomenal."

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**Adam Dalton**  
Managing Director,  
Mainstay Underwriting



## Results

GoTo Connect has been instrumental in meeting Mainstay’s specific needs. The dial plan feature allows for arranging call routing, providing unparalleled flexibility. For example, Dalton shares, “I was in France when we needed to confirm bank account details for a UK-based client. I was able to swiftly reconfigure the dial plan through the admin portal so that calls were re-routed to my personal device. The client in the UK called our Australian number which was then routed to the GoTo app on my mobile while I was in France, giving the impression that I was answering the call from Australia. They were laughing at me saying, ‘Aren’t you in Australia?’”

Internally, the simplicity of the solution made the transition seamless. Dalton recounts, “In general, everybody was change-fatigued, but GoTo Connect was very easy to take on. They didn’t necessarily know we were moving providers.” Users only needed to sign into their accounts, and the switch went unnoticed by many. Microsoft Teams continued to be used for internal meetings while GoTo Connect was utilised for external communications. Integrating Teams with phone systems in Australia can be expensive, but GoTo Connect proved to be a cost-effective alternative.

With IT Logic’s guidance, Mainstay’s overall experience with GoTo Connect was described as an easy and simple solution to use and adopt. Dalton remarks, “the adoption process was a breeze, and the support provided by the GoTo team was exceptional. I was expecting the transition to take more time, but once the handsets arrived, it was up and running within less than a day. The most time-consuming part was telling our old service provider to stop billing us!”

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GoTo Connect has become an indispensable part of Mainstay’s operations that helps them deliver outstanding service to their valued insurance brokers. Dalton concluded by expressing that he’d enthusiastically recommend it to other businesses seeking a reliable, affordable and user-friendly communications platform. “I let everyone know about GoTo. I tell my industry colleagues, ‘Stop using that antiquated system and take a look at this!’”



### About IT Logic

IT Logic provides hardware, software and services to small to medium size clients in any industry. With customer relationships dating back to 1998 they have established a long record of providing high quality IT support. Their proactive approach to support assisted by 24/7 monitoring software provides peace of mind for their clients. IT Logic is recognised as a National Service Provider for the Steadfast Group and supports many Steadfast Brokers. IT Logic has a strong presence with providing hardware and software to a range of companies such as Fox Sports, Kilcoy Pastoral Company, IOR Petroleum and Campos Coffee.

**Looking for a telephone solution that is feature-rich as any enterprise-grade call centre but affordable for SMBs?**

GoTo can help. Call us at 1800 242 370 or visit [goto.com](https://goto.com) to speak to an advisor.

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