



# Timeshares By Owner

**SUCCESS STORY**

**When a nationwide Internet advertising company was moving to a new office, they got into a bind with their network. The company needed a professional, licensed contractor to install voice and data infrastructure ... and they needed one fast. With only a brief introduction, and a three-day timeline, Piranha saved the company's move.**

## **SNAPSHOT**

**Company:** Timeshares By Owner

**Location:** Orlando, Fla.

**Industry:** Timeshare Resale

**Project Type:** Design and Install

**Piranha Service Lines:** Structured Cabling

**Real Estate:** New tenant build-out in existing structure

**Square Footage:** 5,000

**Timeframe:** 3 days

**Project Challenge:** Extremely quick turnaround

**Takeaway:** Even in the tightest of pinches, Piranha comes through for every customer ... new or old.

"This is probably one of the best experiences I've ever had working with a vendor of any kind ... It was a trust situation."

Gregory Taylor, Vice President

## **SUCCESS STORY**

We all know that selling relies on communication. And, that the ability to communicate using the phone and Internet relies on a physical support network. Timeshares By Owner recently found out just how important that network is. When moving its main call center and administrative offices to a new location in Central Florida, the nationwide timeshare re-sale company was almost without this integral infrastructure.

Timeshares By Owner was in the midst of preparing their new building for the big move, and the open date for the new office was drawing very near. One of the last things that had to be done was to install the voice and data cabling throughout the space. They were planning on an internal person doing this work, and weren't thinking much

of it. Then, they were blindsided with a real glitch: their installation resource wasn't licensed; and, therefore wasn't able to get a permit to do the job.

Now, Timeshares By Owner was just a few days from moving into a new office. Agents relocating there would need to spend nearly 50,000 minutes per month on the phone; administrative staff would need to access servers and the Internet; and, the company was expecting foot traffic at the new address. Contractors and vendors were lined up and scheduled to move equipment and complete the move. And, double expenses would be incurred if they couldn't immediately continue with their plans.

The company made a panicked call for help to a vendor they'd worked with before. Unfortunately, the vendor doesn't offer network cabling services. Instead, they provided Timeshares By Owner with Piranha's name and number.

**"It [the lack of infrastructure] would have put the company in such a bind because we could not function without that."**

Gregory Taylor, Vice President at Timeshares By Owner, wasn't expecting he would find someone he'd never worked with before who was willing to respond instantly to his need, and also get the work done within his three-day deadline. But, he was hopeful.

When he reached Piranha, he spoke directly with the company's president, Nathan Landwer. To his pleasant surprise, Nathan was willing to do everything he could to help. And, Gregory felt comfortable. He felt as though they could trust each other enough to move forward with a fast turnaround job; and, that they could avoid getting caught up in the administrative details. He felt Nathan was treating him as a long-time client, rather than a first-time phone call.



Piranha had a technician out that same day, and turned around a proposal the next day. Gregory was satisfied with the numbers, and by Monday, Piranha had a team on the job.

**"They just took the ball and ran with it."**

Gregory couldn't have been more pleased with what he saw once they arrived. He said, "They knew what to do, and they knew how to do it." He added, "They took the lead role and they knew where things needed to go. They gave me recommendations if there were better locations for things." He also liked their transparency and willingness to explain what they were doing. "If I had questions, they would just stop and make sure I was satisfied with the answer before they would continue," he added.

The work itself was old hat for Piranha's technicians, but they knew the importance of the deadline and kept their focus on finishing in time. Gregory commented, "These guys, they came in, and they just started. As crazy as it sounds, they worked from 8 – 5 for two days and wired 80 stations, including voice and data. The third day was just to tie things down. It was incredible."

As always, Piranha paid special attention to adhering to city codes, and also to performing their job cleanly and professionally. They also managed the fast pace of the final days of a move with ease, and coordinated their work with the other contractors on-site.

"I was not disappointed one bit. Their guys walked in here at 8:00 am Monday morning, asked me a few questions and they were off," said Gregory. "They knew the codes. I would've put it in the wrong place and they knew what to do and they did it. If you looked at the cabling, you'd be astonished. I thought they would have to tear down walls, but they went into walls and they brought it out so professionally. I don't even know where it's [the cables] coming from."



**"I would highly, highly recommend these individuals. They are fantastic. If I need anymore work, their number is burned into my phone."**

**Timeshares By Owner SUCCESS STORY**

To learn more, visit [www.GetPiranha.com](http://www.GetPiranha.com) or call 407.299.8246.