

# PLANGRID SERVICES CUSTOMERS FROM ANYWHERE

See how the fast-moving startup delivers  
Anywhere Sales & Service with Dialpad

A DIALPAD CUSTOMER STORY





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EMPLOYEES

2000+

BLUEPRINTS

40 MIL

CAPITAL RAISED

\$58 MIL



**A DIALPAD STORY  
FOR ANYWHERE IT**

PlanGrid offers the world's most downloaded construction app, with a five-star rating and over 2,700 App Store Reviews. Serving the industry's biggest contractors, owners, and architects, the rapidly growing technology company makes construction projects more efficient with its mobile and cloud-based tools.

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INDUSTRY

High Tech

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HEADQUARTERS

San Francisco, CA

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WEBSITE

[plangrid.com](http://plangrid.com)

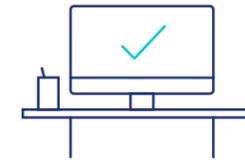
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**DIALPAD HAS  
TRANSFORMED  
THE WAY WE  
SELL & SERVICE.**

— BRENDAN FARRELL, Director of IT

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IT CHALLENGES



**REMOTE  
WORKFORCE**



**RINGCENTRAL &  
VONAGE PHONE  
SYSTEMS**



**COSTLY PBX  
ADMINISTRATION**

PLANGRID

# THE ANYWHERE WORKER IT STACK

Founded in 2011, PlanGrid helps the world's largest construction companies digitize blueprints, specs, and other elements essential to completing their projects. With more than 200 employees—and at least 25% working remotely—the company needed a modern approach to scaling business communications.





## THE ANYWHERE WORKER IT STACK

### CHALLENGES

At one point, PlanGrid relied on three different phone systems: RingCentral, Vonage, and Verizon Wireless. In addition to high costs and substantial IT demands, the disconnected systems made it complicated for individuals across different departments to collaborate and service customers.

Dialpad enabled PlanGrid to consolidate global offices onto a single Business Communications Platform that works on any device, reducing infrastructure costs, saving IT resources, and freeing employees to work from anywhere.

PLANGRID

# EMPOWERING ANYWHERE SALES & SERVICE

Over a quarter of PlanGrid's employees work remotely, and the company expects to significantly grow its distributed workforce in the next quarter. PlanGrid's IT group led the way to cloud-first solutions that would give remote workers the support they needed.





#### EMPOWERING ANYWHERE SALES & SERVICE

PlanGrid's salespeople regularly visit other offices and construction sites to connect with customers in the field, so they needed an untethered way of working.

“Our sales teams are constantly on-the-go,” said Brendan Farrell, Director of IT, PlanGrid. “They depend on Dialpad to close deals and reach prospects from anywhere.”

Beyond sales, PlanGrid uses Dialpad for business development and inbound support calls. Through integrations with other cloud applications used by PlanGrid, including Salesforce and G Suite, Dialpad enables a more connected user experience, 24/7 availability, and customer service from any device.

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**WITH DIALPAD,  
WE'RE SAVING  
25% IN IT COSTS.**

— BRENDAN FARRELL, Director of IT

PLANGRID

# IMPLEMENTATION AND RESULTS

PlanGrid employees found it easy and intuitive to transition from their formerly fragmented phone system to the unified experience offered by Dialpad. And while workers have enjoyed the new system's ease-of-use, PlanGrid's IT team has also eliminated subscription costs and hardware maintenance.





## IMPLEMENTATION AND RESULTS

### REDUCING IT OVERHEAD

Aside from direct costs, PlanGrid's IT team saves invaluable resources by avoiding ongoing hardware administration and firmware upgrades.

"That's where substantial savings comes in," Brendan Farrell, Director of IT, PlanGrid. "We don't have to administer an on-premise PBX system. We don't have to buy headsets. We don't have to pay a third party to manage disparate systems."

With Dialpad's rapid deployment engine, IT can now instantly provision users and manage offices across the US, Canada, Australia, and the UK—directly from headquarters.

SALES & SERVICE AVAILABILITY

24/7

TELEPHONY AND IT ADMINISTRATION COST SAVINGS

25%

DESK PHONES KILLED

100%



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RESULTS

PlanGrid's founders saw construction workers left behind by the huge productivity gains software brought to other industries, so the company developed cloud-first solutions specifically for contractors and architects. That same foresight led PlanGrid to pursue a global pure-cloud IT strategy to successfully service customers.

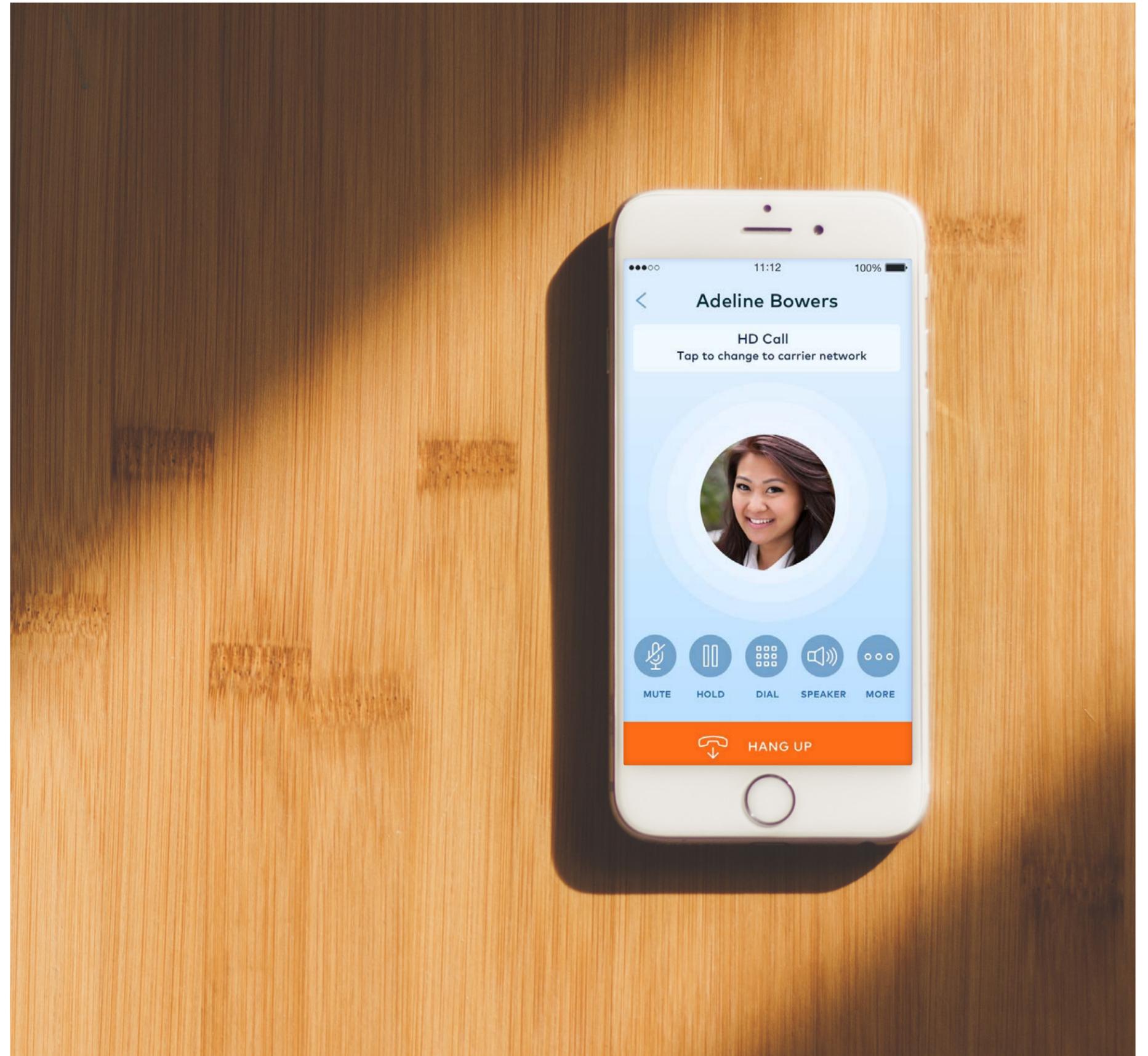
Dialpad killed the desk phone at PlanGrid—along with several redundant communications providers—filling out the company's Anywhere Worker IT Stack. From sales to business development to customer service, Dialpad empowers PlanGrid's anywhere workers to collaborate with each other and solve customers' needs anytime from any device.



## CONNECT EVERYONE. WORK ANYWHERE.

Dialpad builds software for better communications at work. It empowers today's anywhere worker to talk, text, make video calls, and meet online with customers and colleagues on any device. Today, 35,000+ customers trust Dialpad, including Uber, Vivint Solar, Betterment, Motorola Solutions, Stripe, Postmates, Quora, Netflix, and 60 percent of the Fortune 500. Dialpad is funded by some of the world's best recognized investors including Amasia, Andreessen Horowitz, Felicis Ventures, GV (formerly Google Ventures), Softbank and Work-Bench. To learn more about our mission to kill the desk phone, visit [dialpad.com](https://dialpad.com) and follow [@DialpadHQ](https://twitter.com/DialpadHQ) on Twitter.

GET STARTED TODAY



# Packet Fusion

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**PACKETFUSION**



Connecting the Dots to the Cloud