

CASE STUDY

Extra Space Storage

ExtraSpace[®]
Storage

Large Scale, Rapid Transformation from POTS to Fully Managed Digital Voice Service.

As local exchange carriers are decommissioning service and raising rates for local telephone service, organizations are feeling pressure to move away from copper/POTS (Plain Old Telephone Service) voice infrastructure and support. Extra Space Storage (NYSE: EXR) felt this pressure and turned it into an opportunity by working with MetTel to not only replace their POTS lines but also to modernize and digitally transform their network across more than 2,000 locations.

Customer

Founded in 1977, Extra Space Storage is the second largest operator of self-storage facilities in the U.S. As of Dec. 31, 2022, the company has properties in 41 states and Washington, D.C., owning or operating over 2,000 stores, comprised of approximately 1.4 million units and 152.6 million square feet of rentable space.

Challenge

During 45+ years of growth and expansion, Extra Space Storage currently has over 2,000 locations across the U.S., resulting in a stitched-together network of thousands of POTS lines deployed by multiple telecom carriers. As Extra Space Storage faced looming decommissioned service and rising rates across their various POTS lines, including connections for security alarms and elevator phones, they made the decision to engage their IT consultant, Elite Telecom for alternatives.

Extra Space Storage needed an experienced communications and network leader that could transform all of their POTS lines to digital voice service.

Summary

COMPANY PROFILE

- Founded in 1977
- Second largest operator of self-storage facilities in the U.S.
- Over 2,000 properties in 41 states and Washington, D.C.
- Approximately 1.4 million units and 152.6 million square feet of rentable space

CHALLENGE

- Legacy network of thousands of POTS lines stitched together through multiple carriers
- Local telephone exchange carriers decommissioning POTS service and/or raising rates
- Large scale POTS replacement needed across all locations

FEATURED SOLUTION

- POTS Transformation
- Customized digital voice network
- MetTel Portal, powered by Bruin, for one transparent unified view of the entire network

KEY RESULTS

- Successful POTS to digital voice transformation across over 2,000 locations
- Enhanced digital voice network functionality
- Fully managed network with 24/7/365 support
- Cost savings and flat rate predictable billing

“MetTel’s commitment, expertise & level of service are exceptional.”

John Wessman

Senior Director of IT, Extra Space Storage

Solution

Elite Telecom Solutions recommended MetTel for Extra Space Storage's POTS Transformation project. An industry-leading, managed network and communications service provider, MetTel offers services across the entire communications spectrum, including managed network connectivity, cloud communications, mobility solutions, IoT offerings, SD-WAN, SASE, and managed telecom equipment, and has one of the best POTS replacement solutions on the market. The project scope included approximately 1,500 locations that needed to be surveyed to assess local copper facilities replacement. While working through the project scope, MetTel's site surveys revealed lines at certain locations not in use. These lines were disconnected and not included in the project, resulting in significant cost savings. To address the remaining lines and replace them with digital connections, MetTel worked closely with Elite Telecom to deploy a customized solution that included over 500 MetTel POTS Transformation devices.

The surveys were completed quickly and in close coordination with the Extra Space Storage team. POTS Transformation was deployed effectively and within the requested timeframe, alleviating Extra Space Storage of the pressure of pending POTS line decommissioning. MetTel's managed POTS replacement solution provides the benefits of cost savings, enhanced feature sets and calling functionality, real time monitoring, and improved reporting. With MetTel's voice service, Extra Space Storage benefits from one bill regardless of underlying carriers in use, 24/7/365 monitoring and support, and a single pane of glass for visibility into their network.

"In addition to solving our complicated POTS line issue quickly, MetTel and Elite Telecom Solutions allowed us to avoid the costlier option of replacing our alarm and elevator equipment. MetTel's POTS Transformation technology has upgraded our decades-old analog infrastructure into a world-class digital network that gives us advanced functionality and complete transparency – all through one provider and at a lower cost."

Jeff Stott

SVP of Technology, Extra Space Storage

ABOUT METTEL

MetTel is a leader in communications and digital transformation (DX) solutions for enterprise customers. By converging all communications over a proprietary network, MetTel gives enterprises one unified view and control point for all their communications and advanced network services. MetTel's comprehensive portfolio of solutions improves productivity, reduces costs, and simplifies operations. For more information visit mettel.net, follow us on Twitter (@OneMetTel) and LinkedIn, or call us directly at (877) 963-8663. MetTel. Connect Smarter.™

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Results & Impact

INCREASED OPERATIONAL EFFICIENCY

1,500 Extra Space Storage locations were assessed, and MetTel's POTS Transformation was deployed at over 500 locations. Many service accounts are now consolidated and managed by MetTel. MetTel's execution of the project and current management of the network has allowed Extra Space Storage to stay focused on its business. MetTel continues to assist Extra Space Storage in their transformation needs.

DIGITAL VOICE NETWORK

Transitioning from traditional POTS service to MetTel's cloud-based digital voice network allows Extra Space Storage to have one network, fully managed by MetTel, with more flexibility and agility, better performance, and considerable cost savings.

METTEL PORTAL – BRUIN

Through the use of MetTel's comprehensive communication management platform, Bruin, Extra Space Storage gains additional transparency into its network, allowing it to better understand usage and behavior, and increase organizational efficiencies.

"This was a large-scale POTS replacement that needed to be executed quickly, so we turned to a reliable partner that we could trust. MetTel was the clear choice because, like Elite, they are smart, fast, precise, and intensely customer centric. To Extra Space Storage's delight, MetTel rolled up their sleeves and did the work within scope, leaving our customer with a world class digital voice network."

McKay Noel

Partner, Elite Telecom

