

Testimonials

Student Housing Properties

Elon Off-Campus Student Housing Properties: University Pointe, Phoenix Arms, College Station

Elon, NC

“We have been very pleased with Epproach. Each installation has gone smoothly, and if we have any issues, the student or our office can call them directly and it gets handled right away. I am happy that students are able to call technicians who know what they are doing if they need help.”

- *Kim Gaither, Maintenance Coordinator for Elon Student Housing*

The View on High

Columbus, OH

“We chose to go with Epproach because they were prompt with all of our requests.”

- *Lacey Teagarden, Property Manager*

“I have been struggling with WiFi for the past couple of months after moving into my new apartment. After expressing much frustration and difficulty with connecting to the WiFi, the building came up with a better solution to use Epproach Communications as our new WiFi host. Ever since the building has switched over, the WiFi is easy to connect, fast, and very reliable anywhere within the building. Switching companies has really made a difference in the community living in the apartment and I could not be more pleased with with the quick adjustment.”

- *Joni Kupps, resident*

The Enclave Apartments

Wilmington, NC

“From the beginning, the Epproach staff have been responsive to any issues that arise, and proactively reach out to make sure everything is going smoothly with our internet service. The entire process has been hassle-free and professional. I appreciate the customer service approach in all of my interactions with Epproach. It is refreshing to be treated as a priority.”

- *Caitlin Clark, Community Director*

EnVision Apartments

Akron, OH

“The Approach WiFi has been amazing for EnVision. Our old system was about 5 years old, and this new system has been exceptionally better service for our residents. It has saved the staff time dealing with issues with the previous system and has allowed our residents to have a dependable fast service. Resident feedback has been very positive. Speeds are great and they are able to get all their school work done. They are also able to stream movies and TV shows without buffering. Any small issues have been addressed immediately by Approach tech support and the residents have been very happy with the ability to call in their own issues. We were at the point where our current system needed to be upgraded. It had very slow speeds and poor customer service to address issues. After looking at several different options presented by Time Warner, and speaking with other properties who used Approach, we decided this was the most promising solution to our problem. I’m glad we decided on this solution, there have been no issues, and the conversion took very little time. There was almost no down time for residents. I highly recommend this to any apartment community looking for the best possible service available. The customer service has been outstanding, and the conversion was seamless. For a property this size, I would have expected it to take 1-2 weeks. It was done in under 3 days. The new service has done exactly what we wanted it to and more. I no longer have to hear about internet issues, because there are none. Any small issues have been fixed in under 24 hours.”

- *Brandon Luck, Property Manager*

“I am very impressed. Everything was done with very little interruptions. The Wi-Fi is set up correctly. And the speeds are outstanding. We are getting better speeds than we did before. We're getting about a half a gigabyte per second up and down. I assure you none of the other apartments in Akron are getting that kind of speed! I have not had a reason to call them yet and I hope not to.”

- *Resident*

Valentine Commons

Raleigh, NC

“Our experience has been a very positive one after making the switch to Approach WiFi. The customer service and responsiveness of the support staff is amazing. Residents may have a few manageable, light, one-off issues that are handled immediately. Our residents are very pleased with the experience. I would recommend Approach to anyone looking for a reliable WiFi solution.”

- *Matt Woods, Property Manager*

The District at West Market*Greensboro, NC*

“The customer service with Chris Roper and Shawn Seville is superb. The support staff always listens to the resident and resolves issues as best as they can. It makes things so much better for The District. Shawn Pemberton is excellent. Not once, not twice, but three times he has offered tremendous help. In one instance, Shawn came out in person to address the mother of a resident. The mother was very impressed and was happy that Shawn went absolutely out of his way to help. We can’t thank Shawn enough!”

- *Mark Everhardt, Property Manager*

The Edge*Greensboro, NC*

“We have had a positive experience with Approach Communications. It definitely helps to have a middle man in between us and TWC. Approach is always quick to take care of us. The support has been fantastic. I can call in or email and receive help right away. Shawn Pemberton is especially helpful. Whenever we need someone to come out here due to language differences, it is no problem. Approach always has a very quick response time.”

- *Rebecca Brown, Property Manager*

University House Retreat at Raleigh*Raleigh, NC*

“We’re a premium property and we need to provide premium service to our residents, and our previous system wasn’t doing that. We consider the new system with Approach a huge upgrade and the speed is much better. We haven’t had any interruptions or issues with our service. Approach is also very proactive in alerting us to potential problems before they become real issues. They’re able to do a lot of work remotely, but will always come on-site if needed. It’s been a great solution for us!”

- *Casey Schuler, Community Manager*

The Lofts at Randall*Wilmington, NC*

“My experience with Approach has been great so far. The representatives are helpful and professional. We’ve had nothing but phenomenal service from Approach.”

- *Steven Branch, Property Manager*

The Lofts at Randall Profile Video: <https://www.youtube.com/watch?v=PreAvG7tSsU>

Conventional Properties

Ardmore King's Grant

Concord, NC

“I’ve worked at several different properties where I observed the process of WiFi installation, and it can often be a headache. But the Epproach installation has been by far the smoothest and easiest process I have been apart of. One of my residents came to me before the WiFi installation began and requested an upgrade for faster internet service. But once Epproach WiFi was installed, the resident was so pleased by the internet speeds Epproach offered he withdrew the request. The technicians who came and installed the WiFi were all clean-cut, friendly and appropriate. The support staff has also made it extremely simple to troubleshoot any issues we may have. Overall, I’ve been very pleased with Epproach.”

- *Amy Chick, Community Director*

Conifer Village at Horseheads

Horseheads, New York

“Epproach has been fabulous. I am very happy and totally impressed with the support staff!”

- *Patty Painton, Property Manager*

City View at Southside

Greensboro, NC

“We’re able to point residents directly to Epproach, which has been a real life saver. Having the Epproach network in place has really streamlined things and any issues are resolved within 24 hours.”

- *Trefyn Carter, Community Manager*

Resorts/Condo Properties

Pine Knoll Towns II

Atlantic Beach, NC

"I have always been impressed with this system - it has performed basically error free for about 1.5 years, and it has performed as advertised. Equally important, I have been totally impressed with the support staff. Their attention to details for their customers' concerns, and their in depth technical knowledgeable is commendable. HATS OFF to you and your well run company. So nice to deal with an efficient company that addresses the needs of their customers in a fast and efficient manner."

- Gary Larson, Property Manager

Summer Winds Condos

Atlantic Beach, NC

"Every time Epproach has called and said they would be on the property, you all have been here - and on time too! Please express my appreciation to your team for the dedication and perfection exhibited here. A satisfied and happy customer at Summer Winds!"

- Dale Williford, Property Manager

Duneridge Condos

Wrightsville Beach, NC

"Duneridge had many obstacles to overcome. Epproach stepped in, addressed all the issues in a language we could understand. Without Epproach I do not believe we would be up and running. Thanks for your commitment to customer service."

- Brenda Stewart, Community Manager

CCRC Properties

Friends Homes (West Campus + Main Campus)

Greensboro, NC

“Epproach provides dedicated 24/7 support direct to the residents, which frees up our staff to focus on their primary responsibilities of caring for residents. The support the team at Epproach has provided, from installation to service after the fact, has been phenomenal.”

- *Rick Hatch, Director of Environmental Service*

The Forest at Duke

Durham, NC

"We are very happy with Epproach. They provided a very good reliable solution and great support. They were very responsive, quick to resolve any issues and thoroughly professional.”

- *Mark Williams, IT Manager*

Sharon Towers

Charlotte, NC

"Things couldn't have gone any smoother and they remain smooth. We have had virtually zero complaints. Great job! Not to mention what a pleasure it is working with you all."

- *Jim Wren, Director of Finance*

Other Properties

Port City Marina

Wilmington, NC

“I was able to walk Epproach through our business needs and they were able to translate that to our technical requirements. I felt that was really helpful. They really sold us with their support. The fact that our clients can call Epproach directly is great for me. I would definitely recommend Epproach.”

- *Matt Rogers, Marketing Director for USA InvestCo, developer behind PCM*