
CLIENT TESTIMONIALS

Our Clients Say It Best

Real stories from schools, cities, and organizations
across the United States

Updated August 2026

Protect lives through smarter, unified communication.

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ORGANIZATIONS REPRESENTED

Alabaster City Schools, AL	Coffee County Commission, AL	Morgan County Schools, AL
Alexander City Schools, AL	Dublin City Schools, GA	Muscle Shoals City Schools, AL
Arab City Schools, AL	Franklin County Schools, NC	Pelham Police Department, AL
Attalla City Schools, AL	Hartselle City Schools, AL	Pelham Water Department, AL
Bibb County Commission, AL	Hendry County School District, FL	Piedmont City School District, AL
Boaz City Schools, AL	Hoover City Schools, AL	Pike County Schools, AL
Brevard County Public Schools, FL	Jefferson County EMA, AL	Pike Road Schools, AL
Chaparral County Schools, KS	Jones County School District, MS	Tuscaloosa County Schools, AL
City of Columbiana, AL	Lee County School District, FL	University of Montevallo, AL
City of Pelham, AL	Marshall County Schools, AL	Vestavia Hills City Schools, AL

Letters of recommendation

Reproduced verbatim from the signed originals.

Kevin Stephenson

Technology Director
Muscle Shoals City Schools, Alabama



ORIGINAL LETTER

I am writing this letter to highly recommend the services of Ambit Solutions for any communications projects. I have worked with them for over 10 years and have found their company to be professional, timely, knowledgeable, and with great leadership.

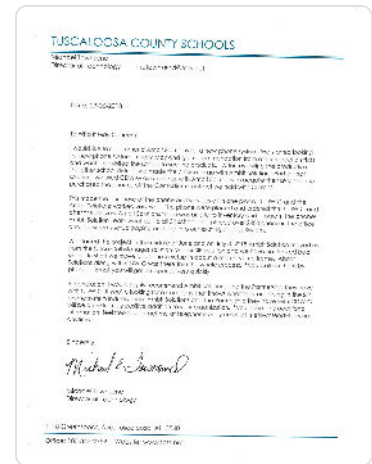
Our first experience with Ambit was changing our entire school district from one no longer supported phone system to an Ambit solution. Their knowledge and experience in working with these systems was evident from the first meeting. Their planned rollout of the system and working with our existing, antiquated system made the changeover for our end users as seamless as possible. They also understand the budgetary constraints of educational institutions and never suggest more than we need and help us find economical solutions without compromising on quality. Thus allowing us to spend more on our students.

Since that time we have performed various upgrades, merged our overhead Public Address (PA) system with our phones, and moved our telecommunication lines from AT&T to an Ambit provided system. Because of their expertise and knowledge, I have been confident in the success of every project we have undertaken with Ambit solutions.

I also speak regularly with my cohorts across the state and have also only heard of positive experiences from peer school districts when dealing with Ambit Solutions. Something that is rare in this day and time but speaks to the character of their company and leadership.

Michael Townsend

Director of Technology
Tuscaloosa County Schools, Alabama



ORIGINAL LETTER

I would like to recommend Ambit Solutions for a new phone system.

We started looking for new phone system in early May and got recommendation from other school districts and went and visited the school to see the products. After reviewing the products at the other school districts we made the choice to go with Ambit Solution. Part of that solutions we used CDW-G as a partner with Ambit Solutions to acquire their services and purchased the phones off the Consortium contract we hold with CDW-G. This made the purchase of the phone and services all in one place. CDW-G and the Ambit Solutions worked very well.

The phone were placed and ordered thru CDW-G and after the delivery Ambit Solutions team was on site to inventory and program the phones. Ambit Solution Team went out to all 34 school and placed over 2400 phone in the office and classrooms setup paging and tied into our existing paging System.

We started the project in the middle of June and on July 3, 2018 Ambit Solution moved us from the Cisco Call Manager solution to their SIP solution and we have not looked back since. In short we move all phone in setup in about a month's time frame. Ambit Solutions along with CDW-G was there thru the whole process. If you Call on them by phone or Email you will get a response very quickly.

In conclusion, I would highly recommend Ambit Solutions and the Partnership they have with CDW-G. If you're looking for a company that knows what they are doing in the SIP phone system Industry then Ambit Solutions and the Partnership they have with CDW-G will be an extremely positive addition to your organization.

Charlie Jimmerson

Director of Technology
Marshall County Schools, Alabama



ORIGINAL LETTER

Please accept this letter as my personal and professional endorsement of Ambit Solutions.

I have worked with Ambit Solutions for the last two years as our VOIP solution for Marshall County Schools. Mr. Reeves and his team has worked with us building a VOIP solution for our 15 sites that utilize our fiber network. They have gone above and beyond with their solution to provide us with stability. At most any given point that a need or issue has arisen, they have responded in a very timely manner.

We have also have used Ambit Solution to help us with other areas of needs including intercom and bells at local schools. Once again, they provided us with exemplary service and information that allowed us to resolve the issues in a very efficient manner.

All of our experience during our two-year association with Ambit Solutions has been very positive, and to our knowledge this company has a history of timely and successful completion of its jobs.

Cara Whitehead, Ed.D., NBCT

Director of Technology
Boaz City Schools, Alabama



ORIGINAL LETTER

Ambit Solutions, LLC has worked diligently with Boaz City Schools to provide VOIP service and intercom and bell services to our schools. They offer quality products and service for a reasonable price and installation by qualified technicians. I cannot rave enough our experience with Ambit Solutions, LLC.

From the first call made to their company inquiring about their phone service to our most recent support questions, Ambit Solutions, LLC has provided the best customer service from any company that I have encountered. No matter how large or small the problem, the company's primary goal is to correct the issue as quickly as possible. Their staff will assist with any problem or question you may have by walking you through the steps in user-friendly terms. When needed, they will send a technician to resolve the issue.

When our VOIP system was introduced, Ambit Solutions, LLC provided step-by-step instructions on how to best use the online portal. We worked closely to ensure that the dynamics of our system (extensions, ring

groups, voicemail settings, etc.) were set up in a way to best meet our needs. After a lightning strike destroyed our intercom system, Ambit Solutions, LLC helped us to quickly remedy the situation at a much lower cost than replacing the system. Boaz Middle School now delivers announcements and rings the daily bells through the phone system that has been wired into the overhead speakers in each classroom and hallway. Again, Ambit Solutions, LLC performed the work quickly and stands behind their service.

I highly recommend Ambit Solutions, LLC for your VOIP and/or intercom and bell needs. If you should have any additional questions, please contact me at (256) 593-8180 or cwhitehead@boazk12.org.

Sondra Ayscue

Director of Technology
Franklin County Schools, North Carolina



LETTER AS PROVIDED — TYPESET
FROM PDF

It is with great enthusiasm that I recommend Ambit Solutions for their exceptional work in transitioning Franklin County Schools (FCS) from a 25-year-old analog phone system to a state-of-the-art Voice over Internet Protocol (VoIP) system in the spring of 2024.

Their professionalism, technical expertise, and commitment to excellence were evident throughout every phase of this critical project.

The Ambit team undertook meticulous preparation to ensure a seamless transition for the district's 17 sites. Their planning and foresight were instrumental in completing the full implementation in less than three weeks—a remarkable feat given the scale and complexity of the project. This efficiency minimize disruption to school operations and ensured that staff could quickly adapt to the new system.

Throughout the process, Ambit Solutions worked closely with the FCS Technology team, fostering a collaborative environment that ensured every detail was addressed. They handled the setup of extensions, recordings,

phones, and expansion modules with precision and professionalism. Additionally, their comprehensive training sessions at each site empowered staff to confidently use the new system from day one.

The transition to VoIP has significantly improved the district's communication capabilities, providing a modern, reliable, and scalable solution that meets the needs of Franklin County Schools both now and in the future. This transformation would not have been possible without the dedication and expertise of the Ambit team.

I highly recommend Ambit Solutions to any organization seeking a trusted partner for VoIP implementation or similar projects. Their ability to deliver high-quality results on time and within budget is truly commendable.

Patrick Robinson

Director of Technology
Jones County School District, Mississippi



LETTER AS PROVIDED — TYPESET
FROM PDF

We discovered Ambit Solutions in August of 2019 after becoming increasingly frustrated with the level of service and commitment our District was receiving from our traditional intercom service vendor.

Next, we received multiple solutions from competing vendors on both traditional intercoms and newer IP based systems, Ambit stepped up and showed out with their blended hybrid solution that took advantage of what we had that still worked and merging it with the new features and technology of an IP system.

We were so pleased with the solution and quality of work that Ambit is now our go to provider for intercom solutions. Since that first

project, Ambit has gone on to do 3 additional schools for us and we are currently working on plans for 2 more. We no longer consider Ambit a vendor but a partner in how we provide resources for our students, faculty and staff.

Thank you for the opportunity to share our success with Ambit Solutions.

Chad McDaniel

Director of Technology
Dublin City Schools, Georgia



LETTER AS PROVIDED — TYPESET
FROM PDF

The letter is in reference for Ambit Solutions and their Voice Over IP phone solution.

We moved from a Shoretel premise based VOIP solution in November of 2018, and have been thrilled with the simplicity of management, the robustness of the capabilities within the system and thoroughly please with Ambit's support throughout the implementation and now in the support of the system day-to-day. Their team did a phenomenal job with the implementation process as they were knowledgeable and the customer service delivered by the team exceeded our expectations. We are now saving a significant amount of money for our phone

system in comparison to our previous system and we are having a much better experience in our schools.

I would highly recommend Ambit Solutions and their VOIP system offering for anyone looking to reduce costs of their current communications systems and those that are looking for improved capabilities and support of their systems. They have been the perfect choice for us and we have continually had our expectations exceeded by their team.

Heidi Hughes

Information Security Analyst
University of Montevallo, Alabama



LETTER AS PROVIDED — TYPESET
FROM PDF

On behalf of the University of Montevallo, I am writing to say how much we appreciate the service from Ambit Solutions over the past eight and a half years. Craig Reeves and his team of experts have always gone above and beyond.

University of Montevallo first partnered with Ambit in 2013 for the installation of VoIP in one of our newly renovated academic buildings. This eventually led to migrating our entire campus over to VoIP. At the time, our campus was using a mix of different analog phone systems from Nortel and our monthly AT&T phone bill alone was about the cost of a new car. Since the migration, our monthly phone bill is now significantly less and we are now able to manage everything through our own PBX.

Over the years we have gone through several transitions in terms of telecom providers, hardware and software upgrades. Ambit

Solutions has always been quick to respond and to step in for guidance and instruction on the process. They have even come in many times after hours and late into the night to help with problems that have occurred.

Out of all the vendors that we use in IS&T, Ambit Solutions is by far the most knowledgeable and dependable group that I have worked with. I highly recommend their services for your telephony wants and/or needs.

Frank Eason

IT Director

Coffee County IT Services, Alabama



ORIGINAL LETTER

It is with great pleasure to write this letter of recommendation for Ambit Solutions as the best authority for VoIP technology.

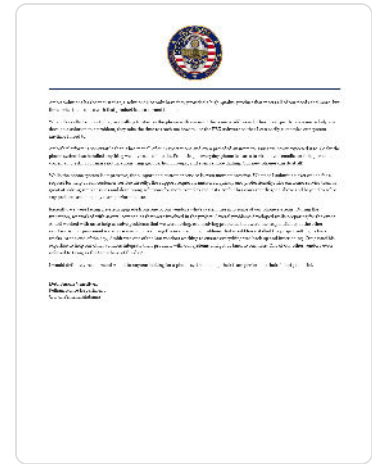
Coffee County first partnered with them in 2016 when the transition was being made from analog telephone service to Voice Over IP. As with any type of transition, there will always be "bumps in the road". If it were not for the excellent service and knowledge of Craig Reeves and his staff, it could have been a disaster! However, at any given time when the situation arose, their support team was always

quick to respond and assist, whether it be on the phone or in person. Craig actually trained our employees on two separate occasions and was eager to answer all questions in a detailed and instructional manner.

We have been extremely satisfied with the service and support we have received from Ambit Solutions and highly recommend them for your VoIP needs.

Jason Vandiver

Detective • Pelham Police Department
City of Pelham, Alabama



LETTER AS PROVIDED — TYPESET
FROM PDF

Ambit Solutions has been just that, a solution! Not only have they provided a high-quality product that meets all of our needs and more, but the service that comes with that product is also second to none.

When I've called support, they are willing to stay on the phone with me until the issue is addressed. They don't just fix an issue or help me develop a solution to a problem, they take the time to teach me how to use the PBX software so that I can easily customize our system anytime I need to.

Ambit's platform is so versatile that it has met all of our expectations and even provided answers to issues we never expected it to. So far the phone system has handled anything we have asked it to do. From simple everyday phone features to virtual voicemails for field personnel, voicemail blasting for mass notifications, ring groups, hunt groups, and even remote dialing. Our new phones can do it all!

While the phone system is impressive, the support and customer service is even more impressive. Whether I submit a ticket online for a request for help or call customer service directly, the support request is answered quickly and professionally. The customer service team is great at solving simple issues and developing solutions for more complex requests. Ambit has consistently gone above and beyond to solve any problem and help my team perform better.

Recently, we were facing a system upgrade from one of our vendors who's system ties into some of our phone systems. During the transition, we worked with several companies that were involved in the project. Several problems developed while preparing for the event. Ambit worked with us to help us solve problems that we were facing, even solving

problems that were the responsibility of the other vendors. Ambit personnel were on scene with us during the event solving problems that would have stalled the project setting us back weeks. At the end of the day, Ambit was one of the last vendors working to ensure everything was back up and functioning. Craig used his

expertise to help our other vendors integrate their products with our systems and get us back to business. One of our other vendors even referred to Craig as the Superhero of the day!

I would definitely recommend Ambit to anyone looking for a phone system to help their team perform to their fullest potential.

In their own words

02

"For the last 10 years our voice provider has always been Ambit, and as long as I'm there it will remain Ambit. It's a great team of guys—always professional, always quick to respond if there is an issue, which there rarely is. It's just the best-of-breed products out there and their offering. Ambit, to me, is the way to go for all voice solutions."

Tim Brothers

Technology Director (26 years in role) · Attalla City Schools, AL

"I've been working with Ambit for three or four years. One of the best decisions that I ever made was for our phone systems and intercom systems. They just got through installing an intercom system for a new school and it worked flawlessly. If you're looking for any intercom or telephone systems, I would suggest Ambit."

Tim Southerland

Director of Technology · Hartselle City Schools, AL

"We love Ambit. We've been a customer for probably over six to seven years. We have phones, we have intercoms, and their customer support is the greatest. We just love them as a vendor."

Stephanie Snyder

Director of Technology · Pike County Schools, AL

"Ambit's been great. The big difference we've noticed is the people with the company. Before, there was hardly any support. With Ambit, there are multiple people at all times that can help if you need anything. That's been the major difference for us."

Duncan Lindsay

Technology Director · Hoover City Schools, AL

"We've been a customer of Ambit for at least five years. We find them a really valuable vendor."

Brian Phillips

Chief Information Officer · Hoover City Schools, AL

"At Alabaster, Ambit worked with us to get our district online very quickly. It took about a month from beginning to end, right as school was starting, and they really helped save us in that situation. They'll provide timely service and solutions faster and easier than you believe."

"At Vestavia Hills City Schools, we ripped and replaced a Cisco Call Manager system and saved tens of thousands of dollars annually while using a system that provided more flexibility, integrated with our intercom systems, and really brought together the whole security portfolio into one interface and one easy-to-use system. I highly recommend Ambit Solutions for your IP telephony, intercom, and security needs."

Technology Director

Alabaster City Schools and Vestavia Hills City Schools, AL

"We've been an Ambit customer for a long time. We recently went all in with our VoIP system, and it's been absolutely great. We've done everything that we needed to do, and it's been fast and painless."

Brian Quillen

Chief Technology Officer · Arab City Schools, AL

"I was able to bring Ambit into my school system and save thousands and thousands of dollars by using Ambit and getting rid of my old phone system. If you need a system that can save you money, please call these guys because they can help you."

Michael Townsend

Former Director · Tuscaloosa County School System, AL

"We've had a great experience with Ambit and we love the company. They're always helpful. They're always answering the phone. I definitely think you guys should check it out."

Damian Wilkerson

Network Specialist · Pike Road Schools, AL

"I can't say enough about the excellent work that Ambit did while installing our entire school district with IP speakers. They were very professional throughout the installation and on time. They were also very thorough with details explaining how to operate the IP speakers once the job was completed. Now with IP speakers across the district, we have the ability to broadcast messages to each individual class or do an all-call across to the preferred school or campus."

Matt Glover

Director of Technology · Piedmont City School District, AL

Partner perspectives

03

1 JULY 2020

Amir Bendayan

Enterprise Project Manager · CDW

As a partner leveraging Ambit Solutions to drive IP phone installations at Brevard and Lee County Public Schools Districts in Florida we could not be more pleased with their capable and timely delivery capabilities. In my capacity as a project manager, I've had the pleasure of leading both of these engagements for CDW over the past two years and leveraging Ambit Solutions to perform the installations at roughly 100 sites per county which on average represent about 10,000 phones plus additional hardware.

The Ambit Solutions team has been timely and professional throughout. I can confidently say that regardless what our share of challenges

have been on either project the Ambit Solutions team steps up to deliver and our clients have taken notice. Especially during these very difficult times the end user experience and cost savings derived by these projects have proven to be an extremely valuable benefit that has provided a high degree of satisfaction.

If you're considering a transition from a traditional or even a more expensive IP phone platform I would highly recommend considering our capabilities in partnership with the Ambit Solutions team to deliver a competitive and high quality outcome you will be pleased with.

15 APRIL 2021

Todd Bryant

Vice President, Customer Experience · ClearlyIP

Thank you for reaching out. I will relay our experience working with Shane and his team and Ambit. For many years they have been one of our top partners, and their specialization in the education market has been unparalleled

based on feedback received to us from the many school systems under their watchful systems' management.

Much of this success has been resultant of the work with their engineering and executive teams over the years to ensure proper integration of their other VoIP system components and hardware or compatibility with our products, and vice versa. Truth be told? They have most likely relayed more best practices and feedback our way on such based

on their experience with the complex variables often encountered with large, complex, phone systems and network requirements.

We have indeed enjoyed a great partnership with Ambit over the many years and look forward to it remaining as such for many to come. Should you choose Ambit as your telephony services/products provider and integrator, I trust you will be well and pleasantly served.

Formal reference

04

Francisco Munoz

Assistant Director of IT · Hendry County School District, Florida

Reference verification form · School District of St. Lucie County, ITB 25-21 (Digital PBX Systems) · 2025 · Rated “Excellent” (3 of 3) in every category

I have previously worked with Ambit Solutions as a Client and continue to do so. Throughout our Contract, Ambit Solutions Consistently met our expectation by delivering exceptional customer support in both Service and technical aspects.

All Individuals, from entry-level to engineers, possess a level of professionalism and expertise in their roles. These elements have been crucial for the success for all our projects.

Ambit has demonstrated high flexibility in adapting to Changes in scope and timelines. They have been proactive and accommodating in adjusting project requirements when necessary.

Ambit provides detailed descriptions for all thier work. Every Statement of Work (SOWs) identifies all work that is expected From all parties leaving no room for confusion.

All staff members demonstrate a high level of professionalism, which contributes to a supportive and efficient customer experience between HCSD and Ambit.

The Company has excellent staff and Supportive leadership. Ambit always emphasizes to their Clients that they are not merely a business transaction but a partnership.

I am satisfied with every service that Ambit Solutions provides.

EDTECH MAGAZINE · 22 OCTOBER 2021

90%

first-year reduction in operating costs after switching to Ambit VoIP

“Once we switched over to VoIP, our operating-cost reduction was about 90 percent this year.”

Dwayne Alton, Chief Information Officer

Lee County School District, Florida — 100,000 students

Ongoing operating expenses were expected to level off at about 70 percent below previous levels, with savings redirected into other district priorities including cybersecurity. Reported by Adam Stone for EdTech Magazine, “Focus On K–12.”

edtechmagazine.com/k12/article/2021/10/amid-tight-budgets-districts-are-using-it-investments-boost-bottom-line

From the service desk

06

As the Dispatch Supervisor of a Police Department, I really needed to be able to access our phone recordings so the supervisors could ascertain exact conversations if a complaint or praise came to our department. Recently, our department went through a computer upgrade, a new IT service, and I took over a Supervisory position. After all was said and done, our ability to access old files and passwords, etc., was lost. That's when Ashley Quick got our department back on track. She was courteous, patient, and demonstrated that she is the consummate subject matter expert on recorded phone lines. Her expertise along with her excellent public relation skills gave me confidence with the program as well as the company she represents. Thanks for all you do. To Ashley's supervisors... Be sure to hire more people like Ashley Quick. She is, hands down, the best customer service rep I've ever dealt with in my 17+ years in the US Army and my 5+ years as an Emergency Dispatcher.

Dean Alexander

City of Columbiana, AL

I wanted to give a quick shoutout to one of your employees, Sutton, that's been great to work with. Very responsive, polite and professional. He's knocking out an afterhours emergency request for me right now. Again I just wanted you to know how much I appreciate the responsiveness and capabilities you're providing us.

Chris Tate

Jefferson County Emergency Management Agency, AL

Ambit has the best customer service of any I have dealt with. Not only within their industry, but any type whatsoever!

Jim Hill

Franklin County IT

Thanks for being on target especially with the confusion of two extensions with the same number but two different MAC addresses!

John Stainbrook

Chaparral County Schools, KS

Great service. Very professional and polite. Very patient with answering questions.

Kim

City of Pelham, AL

GREAT. MADE SURE ISSUE WAS RESOLVED.
EXCELLENT SERVICE. THANK YOU.

Kim Holcombe

Pelham Water Department, AL

Outstanding customer service as always!

Brian

Bibb County Commission, AL

Stellar job as always.

Rick Yancey

Morgan County Schools, AL

Sarah was a great help.

Bradley Strother

Alexander City Schools, AL

Super fast

Kirk Junkin

Tuscaloosa County Schools, AL

Public Google reviews

07

KELLY SANGSTER

"Ambit Solutions has been an outstanding partner for our school district. Their VOIP system has completely transformed the way we communicate—making it more reliable, efficient, and cost-effective. From the very beginning, their team took the time to understand our district's unique needs and provided solutions that were both practical and forward-thinking. The installation process was seamless, with clear communication and minimal disruption to our schools. Ambit Solutions provided thorough training and support, ensuring that staff across the district felt confident using the system right

away. What sets Ambit apart is their exceptional customer service. Anytime we've had a question or needed assistance, their response has been prompt, professional, and always focused on resolving the issue quickly. The reliability of their VOIP service has given us peace of mind knowing that communication across the district is secure and dependable. We are grateful for the partnership with Ambit Solutions and highly recommend them to any organization looking for a trusted technology provider. Their commitment to excellence has made a real difference for our schools and community."

DEAN ALEXANDER

"I am an Emergency Dispatcher in a Police Department and a Retired Major from the U.S. Army. In all my experience in working with agencies and vendors in multiple states and around the globe, I can say with confidence that Ambit Solutions has one of the best, if not the very best, Customer Service departments I have had the pleasure of working with. Ambit Solutions Customer Service Technician, Ashley Quick, guided me through a tedious process

within minutes that would have taken me days to navigate. Her skills and subject matter expertise are nothing but phenomenal. Ambit Solutions made me feel as if I was the most important person they have ever dealt with and their only customer they have. Needless to say, I am highly impressed with Ambit Solutions and their Customer Service and Support Team. I HIGHLY Recommend this company for all your VoIP Phone needs."

TIM SOUTHERLAND

"Hartselle City Schools is a proud partner of Ambit Solutions. Ambit has completed a complete overhaul of our VOIP system and installed intercom systems at two schools. Very professional."

MICHAEL SANDERS

"Ambit has been a reliable partner for our school district for the past 10 years. Their VOIP phones have seamlessly integrated into our operations, and we've consistently experienced exceptional product quality and support. We're grateful for their partnership and look forward to a continued successful collaboration."

DAVID SUTTON

"Ambit provides excellent telecom services with customer service completely counter to stereotype / expectations of telecom companies. Been working with them for many years and will continue to do so!"

JEREMY BIGGERS

"We used their services for our school district and have been very satisfied. Support is great when there are issues. Highly recommend them!"

GARY DOBBS

"Ambit provides high quality services with top notch customer service. We could not have asked for a better partner when switching from our antiquated system to VOIP and intercom services years ago."



One Vendor. One Platform. All the Time.

Ambit Solutions

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PROTECT LIVES THROUGH SMARTER, UNIFIED COMMUNICATION