



CASE STUDY

Industrial Manufacturing

UCaaS & Voice



Challenges

The customer was previously utilizing multiple voice service providers and two different platforms between their offices and warehouse locations which led to operational challenges and difficulty troubleshooting for their lean IT staff.

A number of the locations were using outdated phones which were quickly coming up on an end-of-life/end-of-support deadline. The aging equipment also resulted in inconsistent service across their network.

Their legacy voice network resulted in a lack of visibility into issues and critical security gaps which their previous provider was unable to manage for them.

About the Customer

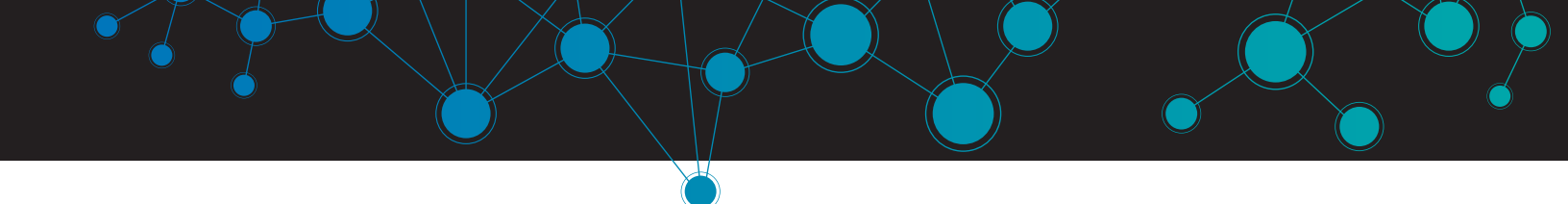
The customer is a 50 year old industrial maintenance manufacturing business based out of Pennsylvania. Since their inception, they've grown to 16 locations including 14 large warehouses throughout Pennsylvania and New Jersey, supplying hundreds of specialty parts to ensure manufacturing plants have the equipment and technology they need to stay up and running.

Previous Solutions

The customer previously relied on multiple voice service providers and two different Hosted VoIP platforms between their 16 locations to manage their communications. This decentralized model led to significant operational challenges, making it difficult for their lean in-house IT team to effectively troubleshoot and address service issues in a timely manner. Not only was the company burdened with engaging multiple carriers when addressing service disruptions, a number of their current phone systems were nearing an EOL (end-of-life) and end-of-support deadline, leading to voice quality issues, inefficiencies, and prolonged downtimes.

Unsatisfied with the proposed solutions from their previous carriers, the customer sought out a service





provider with expertise in implementing a reliable and scalable Unified Communications solution across their network. In addition to their voice quality and maintenance issues, the company was looking to implement custom on-hold and auto attendant functionality for each of their locations to promote different offers at each location and ensure callers were reaching the right person in a simple and timely manner.

Telesystem's Solution

With a tight 6-week timeframe before the EOL deadline for a number of their current handsets, Telesystem deployed their TrustUC unified communications solution, migrated the customer's existing up-to-date endpoints to the new network, and replaced a total of 600 outdated endpoints to newer technology where needed. The ability to migrate their existing phones allowed the customer to protect their previous capital expense on hardware and only replace those that were necessary.

The new system gave the customer access to an easy to use self-service portal which allows them to customize the individual hunt groups, auto attendant options and on-hold music and message configurations specific to each location. Additionally, TrustUC's Business Messaging capabilities allows the business to send and receive SMS messages both internally and with their customers, utilizing their current phone numbers. It also offers the ability send text messages to promote current offers and update their customers on orders, shipments, and location-specific announcements.

With the goal of simplifying their disparate communication infrastructure and securing their over-all network, Telesystem's TrustUC solution allowed for cost reduction, standardized service, and a single 24/7/365 US-based support team to manage the entire voice network. By consolidating the client's communication infrastructure and implementing a modern, scalable phone solution, Telesystem streamlined the facility's operations, helped secure staff, and improved troubleshooting capabilities. The upgrade ensured the facility remains operational and adaptable to evolving technology, supported by a provider capable of meeting their evolving needs.