

UNIFIED COMMUNICATIONS

A PRINTING
SUCCESS STORY

GREAT VENDOR RELATIONSHIPS ADD TO PERFECT SOLUTION



ITsavvy's solid relationships with world-class solution providers means clients get value-added expertise from every angle

About the Client

ITsavvy's client was founded in 1986 to serve the needs of the many amateur sporting events and organizations. The client recognized opportunity in a fast growing sports industry and decided to capitalize on the emerging market. Over the past several years, the client has transitioned into a multi-faceted company offering a unique combination of design, production, installation and project management expertise focused on maximizing the impact of their client's brand. Start-to-finish, the client streamlines the entire process and delivers unmatched value in the marketplace. Through the diversification of services the company has become a stronger, more valuable partner to their clientele. They have responded to new challenges with their basic principle of taking care of the client and meeting deadlines with a quality product, all under one roof at their location. Clients include amateur, professional and collegiate sporting organizations, events and facilities, along with non-sports related clients including national retail brands, professional health networks and non-profit organizations.

OVERVIEW

Industry

Manufacturing

Client Profile

Based in the Midwest with headquarters in Indiana, this commercial printer with a specialty of sports related printing serves customers throughout the country.

Business Situation

The company needed to replace their very antiquated phone system. Support costs were high and most issues required an onsite visit. A small call center was also needed so calls weren't missed in their effort to improve customer service.

Solution

ITsavvy customized a unified communications platform with phones, switches and software from ShoreTel. ShoreTel Workgroups was implemented to address their call center needs. The data network was also upgraded with new HP POE switches.

Benefit

- > Updated the communications platform
- > Reduced support costs
- > Improved client service
- > Ease of management

Their Challenge

The client needed a new phone system. Their Director of Internet Systems, David B., described the current phone system as “very antiquated.” The costs to run their system, including support calls, were becoming too burdensome. They wanted a cutting-edge system that worked more effectively and streamlined troubleshooting. “We had a contract with an outside support team—at \$1,000 a month—just to address the issues we were having with our phones,” he said. “Every problem with the voicemail, extensions, wiring, etc. required an onsite visit from a member of the support team. It was too much. I knew there was something better out there. I just wasn’t sure what that was or how to implement it.”

Our Solution

After several conferences with members of the ITsavvy team, the client was enthusiastic about the proposed solution. “We had an idea of what the client needed, and without hesitation we knew which vendor would have the perfect solution,” said Dennis Gorecki, ITsavvy’s Business Development Manager.

ITsavvy reached out to award-winning telephony provider ShoreTel for the new equipment, while ITsavvy worked on development, implementation, and training. There were daily conferences between ITsavvy and the client, often after hours, to ensure the project was on schedule and to address any issues. “It’s not uncommon for us to use a variety of vendors to solve our clients’ problems,” Dennis said. “We have a tremendous network of vendors that has proven to be an indispensable resource for developing and implementing projects.”

ITsavvy customized a Voice over IP communications system—with phones, switches, and software from ShoreTel and the new digital phone service from Paetec.

The follow-up was carried out by ITsavvy with the same coordination and precision used in designing the phone system. “We incorporated two days of training to make sure everyone was ready to use the system from day one,” Dennis said.

“We also make it a point to be onsite the first day people started using the new system in case there were any issues—which, for the record, there were none.”

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Their Success

The client's new phone system is a major upgrade from every angle, particularly ease of use. There is a strong user interface that makes it easy to manage the phones online. "It's simple to make and change greetings and to manage voicemail. It's also very easy to expand," David said. "We have about 80 phones now and we can add an unlimited number of phones in the future. We just continue to put in POE (power over Ethernet) switches. People are much more self sufficient."

Because they were able to cancel their \$1,000 a month support contract, the client saw an immediate return on their investment. They also saw a steep decrease in long distance rates right away. "No more calls to the support team when we have a problem, I can do it all with the administrator's console on the new system. It's very intuitive," David said.

David added that ITsavvy's customer service was top notch. "Between the one-on-one training, the completion of the project in less than a week, and the follow-up, I couldn't be happier with the entire experience," he said. "The switch from the old to the new system resulted in only 20 minutes of downtime and we've had no problems or issues with products and services from either ITsavvy or ShoreTel. I would recommend ITsavvy to others based on their aggressive pricing, customer service, technical knowledge, and their team-oriented approach. It all contributes to getting the job done right."

"We were very pleased, but not surprised that the client is so happy with the ShoreTel solution," Dennis said. "Everyone there was a pleasure to work with--it's a very impressive company that now has a very impressive phone system."

FOR MORE INFORMATION,

please contact an ITsavvy Client Executive.

ITsavvy

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