

## UNIFIED COMMUNICATIONS

A MANUFACTURING  
SUCCESS STORY

# SHORETEL SOLUTION PROVES TO BE A GAME CHANGER



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Systems Administrator

### About the Client

The client, publicly traded on the NYSE, is one of the largest manufacturers of trucking equipment. They are headquartered in the U.S., and have manufacturing operations in the U.S., France, and the United Kingdom. Their products (including parts and service) are primarily sold through independent distributors that serve North America, Europe, the Pacific Rim, the Middle East, South America, and Africa.

#### OVERVIEW

##### Industry

Manufacturing

##### Client Profile

Based in the Eastern US with offices in Tennessee and Pennsylvania, this global manufacturing company has been in business for over 20 years and publicly traded on the NYSE.

##### Business Situation

The client’s current phone systems were more than 15 years old and from four different manufacturers. They wanted to unify everything on one platform and provide inter-site calling.

##### Solution

ITsavvy implemented a ShoreTel unified communications platform. Special ShoreTel applications used by the client included Workgroups, a VPN Concentrator and Mobility. The server supporting the system was virtualized. In addition, a SAN was installed and the data network was replaced with HP POE switches.

##### Benefit

- > One communications platform across all sites
- > Reduced support costs
- > Site to site internal calling
- > Improved communications for mobile workers

## Their Challenge

In 2011 the client was looking to update their unified communications infrastructure. They considered a number of products from different providers including Avaya IP Office, Mitel 5000, Microsoft Lync, Zultys, and ShoreTel. In addition to the unified communications equipment, they needed to upgrade their data platform as well. Their current phone system was about 15 years old--with four different phone systems at four different locations. "We wanted to unify everything," explained the client's systems administrator. "Before, we didn't have inter-company calling. Each plant was totally individual and there was no redundancy."

ITsavvy was able to offer the client solutions for both issues--proposing HP for the data and ShoreTel for the voice system. After reviewing a number of proposals, the systems administrator selected ITsavvy because they were the first to offer a solution that made sense and also because they had worked with ITsavvy on other projects and knew that they were experienced, reliable, and had a high level of expertise.

The systems administrator liked ShoreTel because the solution gave them more features than the other options and it also had redundancy built into the phone system, which was important to him. "The way it was before, one minor hardware failure would bring the whole system down at all locations," he said. "Now we can lose multiple pieces of hardware and still function. It's a much more robust system than the others had to offer."

## Our Solution

The project was phased in over a number of months with the headquarters being the first site completed. ITsavvy and the client worked together on the development of the implementation plan. Dennis Gorecki, ITsavvy's Director of Unified Communications, explained, "The greatest challenge we faced during the implementation was coordinating the small differences in the configuration and needs for four different remote sites. Getting the two locations in one state completed in one week was another challenge."

The implementation included the network upgrade; installation of the virtualized server platform; ShoreTel Communicator at the desktops; and training of the end-users--call center personnel, operators, and administrators. Each site was brought online to the new ShoreTel hardware at the end of the day and ITsavvy personnel were present on the first day of the rollout to address any issues that might occur.

"Now that we have the ShoreTel system, I can manage all four locations from one location. It definitely made administration much more effective and created time savings."

Systems Administrator

The following special functionality was implemented beyond the base ShoreTel system.

- **VPN Concentrator:** This allows the client to add telephones outside of its corporate network. Now employees can actually take a telephone home with them. In fact, employees can use a company phone anywhere that they can connect a computer cable—perfect for people that are working at home and those who are traveling.
- **ShoreTel Workgroups:** This allows the client to set up a single phone number, publish it for their full network of distributors, and route the call to the proper person without having to go through the operator each time. This has eliminated much work for the operator.
- **Workgroup Monitor Application:** This is one of the client's favorite functions. It allows the company to trend calls and gather statistics. Not only does this detail the kind of traffic coming through the phone system, but it also allows management to monitor employee performance.
- **ShoreTel Mobility:** This allows smart phones to be integrated into the phone system. This means smart phones can become extensions of office phones.

## Their Success

The client is thrilled with the results. The new system is much simpler and less time-consuming for the client's operator, "Going to the ShoreTel system we got intercompany calling and back-up operations for the other locations," the systems administrator said. "We can transfer calls internally now. We've got a single system directory and we can find folks in the system quickly instead of going to the extension list, which is usually out of date. Now that we have the ShoreTel system, I can manage all four locations from one location. It definitely made administration much more effective and created time savings."

He added, "I'm very glad we did this. It's been an easy seamless migration. The voice quality is fantastic. The client software is very intuitive and user friendly. Even people with the most basic computer skills can use it. The customer service has also been great. ITsavvy has been very responsive to my needs. Dennis has been fantastic. I've been working with him from inception to the last install and I would definitely recommend them. They are very timely on their quotes and gave me fair pricing. I have never felt like they were trying to sell me something that I didn't need."

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Dennis Gorecki, ITsavvy  
Director of Unified Communications

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Dennis also attributes the project's success to the systems administrator and the rest of the client's IT and management team. "Working with them could not have been easier," Dennis said. "The coordination and professionalism they showed throughout the implementation was outstanding. The success the client enjoys is evidenced by the support management provided once the unified communications solution was purchased."

**FOR MORE INFORMATION,**  
please contact an ITsavvy Client Executive.

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855.ITsavvy (855.487.2889)

Info@ITsavvy.com

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## The ITsavvy Solution

### **HARDWARE**

- HP Server
- ShoreTel ShoreGear Switches, Phones and Mobility

### **SOFTWARE**

- ShoreTel Director
- ShoreTel Workgroups

### **PARTNERS**

- ShoreTel
- HP
- VMware



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