

UNIFIED COMMUNICATIONS

A REAL ESTATE
SUCCESS STORY

SAVE MONEY
BY CONSOLIDATING
IT SERVICES



Consolidating voice services allowed this global industrial real estate company to save more than \$20,000 a month on long distance costs.

Any time organizations can consolidate technical services without compromising quality – it creates a significant cost savings. With the help of ITsavvy's experts and engineers, a global industrial real estate company experienced this first hand.

About the Client

The client is an established REIT and owner of industrial real estate. They serve more than 2,000 corporate clients, throughout the industrial supply chain, by buying, selling, leasing, developing, and managing industrial real estate.

Their Challenge

This client wanted to find a computer products and services provider that they could trust and that had the experience and expertise to recommend and implement a central phone system.

OVERVIEW

Industry

Real Estate

Client Profile

Based in the Midwest with headquarters in Illinois, this company is a leading owner and operator of industrial real estate across major markets coast-to-coast. Since their founding in 1994, their buildings have been home to a range of companies from the Fortune 500 to small commercial firms.

Business Situation

Their current phone systems were old and from many different manufacturers. They wanted to unify everything on one platform that could be centrally managed. In addition, they wanted the system to boost their employee productivity.

Solution

ITsavvy implemented a ShoreTel unified communications platform. At the same time the communications platform was upgraded, a HP POE data network was installed. To address their high cost of using a conference service a 108 port ShoreTel conference bridge was installed.

Benefit

- > One communications platform across all sites
- > Reduced support costs
- > Site to site internal calling
- > Greatly reduced cost for conference calling



“We were looking for a partner that would work with us on computer purchases and also provide a phone system that could be managed from a central location,” explained the client’s network engineer. “One of our main goals was to boost productivity from our employees. We worked with ITsavvy to develop a plan and come up with a solution that we could work together to engineer.”

Our Solution

On ITsavvy’s carefully considered recommendations, the client made equipment purchases and agreed to software contracts. ITsavvy’s solution included products and services from industry leaders such as HP and ShoreTel. The phone system rollout followed shortly after.

ITsavvy experts worked closely with the client to develop a rollout strategy they could implement over time. The client wanted to install the majority of the sites themselves, so ITsavvy engineers showed them how by having them assist in the first few installations.

“It was a combination of hands-on installation and training at the first couple sites and then remote support as the other locations were installed by in-house personnel,” explained Dennis Gorecki, ITsavvy’s Director Unified Communications. “We were onsite for the initial installs and then pre and post install consultations for the remainder of the remote sites.”

Their Success

The system was installed at sites without issue. Both ITsavvy and the client agree that the system has continued to be very successful.

“The solution ITsavvy provided allowed us to deploy a fully scalable, redundant, phone system that could be managed from one central location,” the client’s network engineer said. “The new system allows one central department to be in charge of any maintenance, repairs for all of our offices, which means there’s no more separate vendor to call if there’s a phone system outage - there’s one support contact versus 30.”

“We were paying on average \$300 per service call for any changes that needed to be made to any phone systems we had at the corporate office or out in the field and that’s nearly been eliminated,” the client’s network engineer continued. “We also saved on telecom costs such as local and

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Client’s Network Engineer

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Dennis Gorecki, ITsavvy
Director, Unified Communications

long distance calls. Our long distance bills were in the \$25,000-\$30,000 range per month. Now that each employee can call with a five-digit extension, long-distance costs have dropped to \$5,000 a month.”

The Bottom Line

“I’m convinced that the solution ITsavvy provided was the most cost-effective and highly scalable solution available,” the client’s network engineer said. “ITSavvy cares about their clients. They work with the client to come up with the best pricing and the best solution and they are very knowledgeable with the products that they sell. They can come up with a solution for pretty much any challenge I give them and they usually have the best price in the industry. I just have to call or email one person and I can get whatever I need for the most part.”

Since the original purchase and installation, the client has worked with ITsavvy regularly for computer equipment purchases and software support contracts.

“I would definitely recommend ITsavvy to others,” the client’s network engineer said. “In fact I have recommended them to several other companies.”

FOR MORE INFORMATION,
please contact an ITsavvy Client Executive.

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ITSavvy is an end-to-end value added IT product and solution reseller with offices nationwide. With 99% of in-stock orders shipping same day and \$8 Billion in daily inventory, we fulfill our client’s needs and deliver peace of mind.



The ITsavvy Solution

HARDWARE

- ShoreTel ShoreGear Switches
- ShoreTel IP Phones
- ShoreTel Conference Bridge
- HP POE Switches

SOFTWARE

- ShoreTel Director
- ShoreTel Workgroups

PARTNERS

- ShoreTel
- HP

