

Regional Construction and Mining Firm Improves Productivity and Saves Money with Solution from Premier

The Challenge

A regional construction, mining, and general contracting firm, with dozens of locations throughout the Mid-Atlantic and North East regions, had the following communications infrastructure and business activity:

- WAN for data traffic
- Each location had separate telephone and voicemail system or costly Centrex service
- Voice systems were costly to administer
- Maintenance on the voice systems was expensive
- Voice systems were becoming costly to expand
- Significant intra-company toll traffic
- Significant site-to-site travel for staff, project, and management meetings

The company's business requirements were growing beyond the capability of their existing voice and data networks and systems.

The Solution

The Account Team at Premier delivered the following to the customer:

- WAN analysis to determine appropriate bandwidths
- Deployment of Cisco CallManager and Cisco Unity Unified Messaging
- Deployment of multi-service Cisco routers and integration of VoIP (Voice over IP)
- Telco circuit re-design
- Centrex removed
- Set-up redundant networks and systems
- Video conferencing

- Least-Cost-Routing (LCR) set-up to send calls to the least costly Telco circuit available
 - Centralized T1 for Long-Distance which allowed all sites, not just larger sites, to achieve less costly dedicated rate versus switched rate for 1+ dialing
 - Routed expensive intra-state calls to out-of-state location to get call re-rated at less costly inter-state rate
 - Routed some toll calls to local circuit so call was free rather than rated intra/inter-state

The Benefits

With Premier, the customer got a knowledgeable and experienced single-point-of-contact for the entire project. The solution from Premier brought the customer's total communications expenses down by 32%, and the project returned a positive ROI in under 2 years.

In addition, the company's employees and IT staff became more productive due to:

- Unified Messaging (voicemail, email, and fax in single In Box)
- Virtual Hunt Groups/Contact Center
- Centralized Receptionist area for each business unit
- Centralized corporate phone directory
- Easy and centralized management of entire telephony system
- Less costly administration and maintenance
- Less travel due to use of video conferencing
- Business resiliency due to redundant network and communications systems