

PareXLahabra

Business: Manufacturer of Stuccos, Mortars and tile products

Size: 200 **Locations:** 9

Challenge

- **Growth and Mergers.** New locations and business lines
- **Nice locations with separate and aging phone systems**
- **Staff Moves and Changes** were costly and slow
- **IT dept could not internally manage the system**
- **Communication infrastructure costs**

Objectives

- **Reduce recurring telecommunication costs**
- **Leverage Data WAN for voice traffic**
- **Connect all offices with unified communication solution**
- **Seamless communication between offices**
- **Become less dependent on outside vendors**
- **Create Centralized Call Center for Customer Service**
- **Implement a system that increases productivity**
- **Easy to use for staff**
- **Easy to administer**
- **Smooth implementation**

Solution

- **Select inhouseIT to implement the ShoreTel Phone System**
- **Upgrade Sprint data WAN from Frame to MPLS with QOS**

Benefits

- **Better teamwork - everyone is on ONE phone system now**
- **Customer Service Improvements with call center**
- **Administration costs decreased**
- **Eliminated long distance charges between offices**
- **Desktop Call Control “Call Manager” is a favorite of staff**
- **Leverage staff resources in other offices**