



COMING TOGETHER AS ONE: Providing a Communication Solution for a Multi-Location Organization

SITUATION

A mid-sized courier company headquartered in Pennsylvania needed a unified phone and communications platform to effectively connect their remote offices, which are located throughout the East coast. They needed to be sure that the solution was flexible to accommodate an anticipated a 30% growth rate; economically practical for the business in regard to implementation; and easy to maintain in order to avoid large amounts of back-end maintenance costs. Additionally (post implementation), they wanted a relationship with a technology partner to ensure that their 24/7 operations would not incur downtime.

SOLUTION

SSD engineered a redundant WAN and incorporated a 3COM network-based telephony solution. This solution enables all of their remote offices to connect to their headquarters and function as if they were one location. They are on a single communications platform for both voice and data. SSD also implemented the **SSD Advantage** managed services solution, which proactively addresses security, updates, back-up and maintenance issues.

RESULTS

The company has increased their productivity by connecting all of their offices for both data and voice. Efficiency has been improved since all of their offices can be reached with 3-digit extension dialing. They have reduced their long distance expenses by routing their inter-company calls over their network, as well as taking advantage of less costly routing features provided in the solution. Under the **SSD Advantage** model, their IT support costs were reduced by over 30%, producing an annual savings of over \$16,000.