

## Case Study

### Simplifying multi-location connectivity and billing

#### DEMOGRAPHICS

Manufacturing | 17 locations  
500 - 1,000 employees

#### OBJECTIVES

Find a partner who can quickly eliminate end-of-life hardware and help implement *one* communications solution for multiple locations

*A global manufacturer of nearly \$240 million in annual US revenue chose CT Solutions to help solve challenges related to out-of-date hardware, egregious billing cycles, and vendor sprawl to connect all of their locations.*

#### CUSTOMER PROFILE

A leading manufacturer of commercial equipment for food and beverage services with manufacturing plants in the United States, the United Kingdom, Denmark, Turkey, Mexico, China, India, Australia, and Brazil. Founded in Nagoya, Japan in 1947, operations began in Toyoake factory in 1956.

Their American factory started in Peachtree City, Georgia in 1986. Their second manufacturing facility in Griffin, Georgia began operations in 2001. They have designed, manufactured and marketed a wide range of Ice Machines, Dispensers, Refrigerators, and related products to customers with after-sales service mainly throughout the North American food service industry, hotels, hospitals, etc.

#### CHALLENGES

- Legacy copper connectivity phased out by phone carrier
- End-of-life contact center equipment
- Multiple confusing invoices
- No assistance in monitoring or managing 17 separate locations

#### GOALS

- Project oversight and support
- Single solution for all locations
- Consolidate multiple voice providers
- Eliminate unnecessary hardware
- Unified connectivity for contact center/systems
- Minimize unnecessary costs

## THE SOLUTION

### 1. Hardware

Our team replaced old hardware with a UCaaS solution that combined **RingCentral** and **Command|Link** services to allow for ease of use and connectivity between multiple locations.

### 2. Deployment

CT offered a line of best practices to ensure smooth roll out of new products so the multi-site business could easily transition. Due to our decades of expertise, we were able to help guide the company with various implementation options.

### 3. Support

Two company sites unknowingly received cancellation of service; our team escalated support with RingCentral to speed up the transition process and keep communication channels running. Our solution also included ongoing support from our partners, including our team when needed.

### 4. Billing

Our team audited the company's spending after the first meeting. We quickly identified areas of overspending and came up with a solution that allowed the company to consolidate to one bill to eliminate confusion from 17 separate locations.

## CT SOLUTIONS

CT Solutions was founded by industry veterans on the premise that a communications company should put human interactions first. The CT team takes the hassle of improving communications off the shoulders of busy executives. From structured cabling to Cloud migration, contact center deployment to systems integration, we provide companies with quality communications in a personalized, partner-led way.

We appreciate the relationships we create that allow our team to repeatedly work with customers on various solutions, year by year.