

## Case Study

Creating reliability and simplicity with the Cloud

### DEMOGRAPHICS

Transportation Services  
10+ Locations | 1,700 Employees

### OBJECTIVES

Engage a trusted partner to transition the team to a private cloud system, enabling robust disaster resilience and establishing a reliable communication infrastructure to effectively support remote employees

*A Florida-based transportation company of \$24.6million in revenue chose CT Solutions to help solve challenges related to poor disaster resilience and remote work effectiveness*

### CUSTOMER PROFILE

A trusted transportation services provider in Florida with a decade of experience and operations in over 10 locations. Services include but are not limited to paratransit transportation, non-emergency transportation, ambulance services, and several more. Fueled by strong partnerships, high performance with the latest technologies, and credible solutions for clients, passengers, and communities.

Their team also have an expertise in assisting clients design, operation, and management of integrated transportation solutions in ways that measurably improve economic, safety, and operational performance.

### CHALLENGES

- Legacy hardware and applications approaching end-of-life
- Difficulties from remote work arrangements among staff
- On-site system with poor disaster resiliency
- Enhance concurrent call capacity to meet the demands of the entire organization.

### GOALS

- Upgrade obsolete hardware while ensuring uninterrupted workflow
- Facilitate scalability for remote workforce expansion.
- Transition to a data center environment and establish a decentralized phone system.
- Mitigate call capacity and performance constraints

## THE SOLUTION

### 1. Consolidation

Transitioned from three separate systems to a single point of administration to streamline operations, improve efficiency, and enable centralized management of critical resources. Dissolving disparate systems has achieved a streamlined operational framework across various departments and functions.

### 2. Private Cloud Migration

Replaced old hardware with a Cloud solution centered around **Mitel's** business platforms. This system allows the company to have ownership over their infrastructure while benefiting from real-time scalability of increased concurrent calls, beyond their previous 184 call limit.

### 3. Remote Productivity

Eliminated the need to install additional physical lines by requesting more seats in the virtual environment with centralized management and control. Plus achieved continuous operation even during power outages or disruptions at specific locations, especially in targeted areas like Florida.

### 4. Cost Efficiency

The estimated expenses of a public cloud solution were projected to be three times higher, making the private cloud a much more cost-effective choice. Not only did this decision translate into substantial cost savings, but it also allowed the company to have full ownership while only paying for continued support.

## 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.