

## Case Study

Creating reliability and simplicity with the Cloud

### DEMOGRAPHICS

Distribution | 26 Locations | 400+ Employees

### OBJECTIVES

Engage a trusted partner to transform communication infrastructure, streamline operations, and optimize systems for enhanced productivity and future growth potential.

*An independent company of \$22M in annual revenue chose CT Solutions to help solve challenges related to limited scalability and dysfunctional infrastructure*

### CUSTOMER PROFILE

Beginning as an independently-owned company in 1973, operating out of a 3,000 square foot warehouse, is now a 26 location leader in plumbing distribution across Georgia, Tennessee and South Carolina including the first two Kohler Signature Stores in the region. With more than 400 employees, they continue to flourish with a combination of successful partnerships and acquisitions, always staying true to the founder's core values.

Their mission is to provide a seamless experience that enhances the daily lives of our employees, customers and vendors.

### CHALLENGES

- Limited system scalability hindering growth potential.
- Multiple databases lacking integration with active directory for employee management.
- Localized trunking and physical phone systems at each site.
- Disparate ISP services and lack of structured cabling support.

### GOALS

- Implement scalable communications system with active directory.
- Enable web-based programming for system flexibility and software independence.
- Eliminate localized trunking
- Opt for a single aggregator
- Provide technical resources for wireless network gear and customizable rack layouts with mounted switches.

## THE SOLUTION

### 1. Streamlined Growth

Implemented an enterprise-grade communications system and seamlessly integrated it with the company's active directory, enabling streamlined management. Upgraded programming connections and consolidated multiple databases to enhance efficiency and scalability.

### 2. Unified Connectivity

Centralized trunking through a SIP provider/aggregator, eliminating the need for localized trunking at each site. Migrated the communications system to a data center, enabling flexible line routing and realizing cost savings by streamlining ISP services.

### 3. Agile Infrastructure

Introduced web-based programming, eliminating the requirement for software installation and enabling efficient management. Provided technical resources for seamless implementation of customer-provided wireless network gear and customized rack layouts.

### 4. Cost Efficiency

Simplified operations by opting for a single aggregator, leading to reduced contract complexity and streamlined troubleshooting. Eliminated the need for individual trunking and physical phone systems, resulting in substantial cost savings and operational efficiency.

## 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.