CT Solutions®

Case Study
Creating reliability and simplicity with the Cloud

DEMOGRAPHICS

Utility | 2 Locations | 120 Employees

OBJECTIVES

Find a partner who can determine a solution to swiftly switch to a cloud system that allows communication reliability to ensure attentive power resources for citizens.

A Georgia-based power company of $27.5 million in revenue chose CT Solutions to help solve challenges related to unreliable service, complicated connectivity, and broken recovery plans.

CUSTOMER PROFILE

In 1936, a member-owned electric cooperative was formed by farmers and rural businessmen to bring electricity to the rural countryside a thoroughly innovative idea at the time. Known for delivering reliable electric energy-related services to over ten Georgia Counties and Chambers County
in Alabama.

Along with providing electricity to energize homes and businesses, they further serve members by engaging in various community initiatives aimed at improving the lives of all residents. Whether it's by partnering with area schools to provide needed teaching materials or joining forces with other organizations to boost community and economic development in their region.

CHALLENGES

- Multiple disparate systems
- Constant dropped connectivity from carriers
- On-premise system did not allow for disaster recovery
- No plan for new hardware implementation

GOALS

- Create a collaborative solution to fill all communication needs
- Single solution that eliminates erratic support from carriers
- Reliability and resiliency during outages
- Cost efficient plan to transition from hardware to the Cloud

THE SOLUTION

1. Consolidation

We identified a single solution utilizing **RingCentral**'s cloud platform and engineered a sequence that allows failover in the event of an outage and does not require their team to reverse engineer their system during an outage.

2. Hardware to Cloud

Replaced old hardware with a Cloud solution centered around **RingCentral**'s collaborative platform. This system updates in real-time so users can surpass vendors and fix outages directly in the RingCentral environment. Plus, this eliminated all on-premise hardware.

3. Carrier Services Assessment

Our team evaluated the company's original contracts to identify which carriers to replace and the best elements to upgrade without overspending. Phone set hardware was decreased by 90% by spotting unnecessary commitments and reinventing their plan.

4. Try Before Buy

Before implementing our plan, our team participated in a physical full install of our suggested softwares, mobile devices, and gave a trial period to give the company a test drive. All departments were able to experience the solution to determine the usability and ease of use before changing their setup.

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.

Elevate your company communication   Work with us