



COMMUNICATIONS INFRASTRUCTURE

Technology Management
for
Manufacturing



Companies hesitate to upgrade their phone systems because they're afraid of two things: the hassle and the cost. While upgrading to a newer system like VoIP can be initially expensive, the gains in functionality, reliability, and long-term savings are worth it. Older communications systems can be buggy and unreliable, and unreliable communications can be detrimental to any company in today's hyper-connected world.

Manufacturing Business

The client is a local manufacturer with approximately \$17 million in yearly revenue.

Their Challenges

The client was suffering from

- dropped remote sessions
- voice call quality problems
- local users suffering from network connectivity problems.

These kinds of disruptions were having a negative impact on sales and collaboration.

Our Diagnosis

Upon investigation, we found that their existing phone system was old and riddled with issues affecting functionality. This, in combination with their network problems, made effective voice delivery difficult. Communication is an essential part of any workplace, so if a company's communication system isn't consistent and clear, productivity will be negatively affected. Customers are less likely to order from the client after a bad or inconsistent communication experience and team morale is lower after difficult connections.

About Us

We care about our customers and we make your business our business. As the leading provider of I.T. services in Bellevue and Seattle, we focus on making I.T. simple, not scary. We provide friendly, hands-on support 24/7.

CASE STUDY



Our Solution

The existing phone system was outdated, buggy, and generally not meeting their needs. We opted to entirely replace it with a hosted Voice over Internet Protocol (VoIP) phone system.

VoIP systems offer a great deal of flexibility and customizability to any workplace, from digital receptionists to specific call routing, with a long list of available features.

We made the necessary changes to their firewalls and network switches to allow for VoIP traffic, leaving the client with a robust phone system that can be easily configured and scaled to fit the current and future needs of the business.

The Results

A reliable, robust communication system has a host of inherent benefits, from smoother workplace collaboration to more stable communication with potential or existing customers and business partners.

The client no longer needs to worry about calls dropping, their system shutting down or breaking randomly, and that removes a major source of stress and instability in the workplace.

Partner With Us Today

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