

# Plumbing Company Achieves Redundancy To Better Serve Clients



## CHALLENGE

- Unsupported Technology
- No Redundancy
- Proprietary Technology

## SOLUTION

- Implemented An MPLS Network
- Collaborative Desktop Client That Delivered Voice, Video, Chat, Fax And More For Employees.

## BENEFITS

- Saved Over \$10K
- Full Redundancy Between Sites
- Easy To Manage And Maintain

**The Challenge** | With over six decades of industry service, Standard Plumbing Supply is the originator of innovative concepts in the wholesale plumbing business. Standard Plumbing began in 1952 and since then has expanded into 80 stores with over 500 employees. Standard provides residential and commercial plumbing, heating and cooling, irrigation and hydronics products to contractors.

Standard Plumbing Supply had an old antiquated phone system that was limiting communication and putting the company at risk in the event of failure. They needed to improve the communications between branches, reduce cost and improve service to each location. They needed to support hundreds of phones across their 80 locations.

Standard Plumbing Supply was in desperate need of a cost efficient system that would provide them with redundancy, a centralized address book, be easy to maintain and help them provide quicker and more efficient customer service.

Standards current call center was running multiple businesses and they didn't have the reporting functionality to allow them to manage their staffing levels.

**The Solution** | After discussion and reviewing recommendations with the client, YipTel designed a solution around a Zultys platform and assisted the client in designing and implementing a MPLS network reaching out to all of their branches. YipTel was able to deploy a combination of the Zultys Zip series phones and Polycom phones supporting the industry SIP standards.

Many of the branch locations needed a series of phones at the counters, but Standard Plumbing Supply wanted them to only have a single extension. The Zultys platform was able to assign up to 8 physical phone devices to the same extension. This reduced the cost of licensing for the client and provided the exact functionality that they

## WHAT CUSTOMERS ARE SAYING

- “One of the many benefits of a centralized phone system was the ability to maintain and manage it on our own.”

-Tyler Harsh, IT Programmer

“Working and maintaining the Zultys phone system, has been very easy because of the graphical interface. The graphical interface allows you to spot exactly what you are trying to change in house.”

- Tyler Harsh

were looking for.

YipTel gave the call center managers a host of new tools to effectively manage their call centers. YipTel implemented customized Wall Boards to provide live views into the performance of the call centers. YipTel also provided Superview software for the managers to view all of the agent performance metrics, monitor agent conversations, and the ability to record client interactions in order to effectively manage their teams. Historical reporting was provided with custom reporting and automated delivery of reports via email to the managers at key points during the day. This provided the management team with a complete set of actionable data to effectively manage their service levels and team members.

YipTel created an impressive ROI as they eliminated remote dial tone centralizing SIP trunks and deploying a new MPLS network to each location that resulted in savings of just over \$ 10,000.00 per month

Standard Plumbing Supply was now equipped with integrated chat for communications, live presence status, voice and video and fax communications to drive their business forward.

**The Benefit** | Standard Plumbing Supply quickly reaped the rewards of the new solution. Dramatic reduction in costs, increased collaboration, communication across the organization, and improved customer satisfaction were all achieved. An unforeseen benefit also came in that the solution was simple and easy to manage and thus reduced the amount of time needed from their technical teams to support the solution.



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