

CASE STUDY: CONSTRUCTION COMPANY CUTS LANDLINES & SELECTS PRIMUS HOSTED PHONES

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– Scott Kelly, Support Services Manager, Sutherland-Schultz

S-S SUTHERLAND-SCHULTZ
a vollmer company

SUMMARY

Region:
Southern ON, CANADA

Industry:
Construction

Locations:
Head office with remote site trailers

Employees:
300+

Customers:
Hundreds in Southern ON

Solution:
80 seats + 10 unmanaged phones + audio conferencing

Key Result:

- Full featured phone system
- Less time required from IT resources
- No downtime = happier customers

BACKGROUND

Sutherland-Schultz (part of the Vollmer group of companies) is a premier multi-trade contractor specializing in industrial, commercial and institutional construction services across Southwestern Ontario. They complete mechanical, electrical, millwright, ironworking, sheet metal and HVAC projects efficiently and safely, while minimizing associated risks and costs.

BUSINESS CHALLENGE

Sutherland-Schultz was moving to a new office and it was the perfect time to evaluate a new telephone system as their outdated premise-based Meridian Phone System wasn't meeting their business needs efficiently. The company also had temporary office trailers on large construction and automotive sites across Southern Ontario, and phone and internet service in those trailers often posed logistical challenges.

Scott Kelly, support Services Manager for Sutherland-Schultz, recalls the prior situation.

"Coordinating a premise-based phone system move as part of a general office relocation would have been difficult. We would have needed to maintain service for our customers at all times. The office move gave us the opportunity to address this challenge and the shortcomings of the phone set-ups at the job site trailers. With traditional phone lines, moves and changes in remote areas were time consuming and costly. Mobile phones simplified the problem, but there were areas where we couldn't rely on mobile service."

The quality of a hosted phone system was the first concern, but in this competitive environment, the company knew they needed to look for every opportunity to reduce costs. As a result, they were open to reviewing any system that met their business needs without spending any more than necessary.

The search for the right solution led them to Primus.

SOLUTION

Eight months before the move, Scott started researching phone system options and, at that time, he wasn't aware that a hosted solution existed, but after extensive reading and a call with a Primus Account Representative, Scott quickly realized that a hosted phone system was the preferred option (over a premise-based system).

"We looked at a few other hosted providers, but Primus was the most impressive – the company, the people and the solution," says Scott. "The demo we got from our rep assured us that this was the right solution. We got the call quality we required, advanced features, and at a capital cost far less than the purchase of a new PBX. Also, the fact that it was a managed service, and we had only one company to contact and hold accountable, was an important selling feature."

The company's new Primus Hosted Phone System was functioning a week before their move in March of 2012 and everyone had service as soon as they arrived at the new office.

"We transferred our main incoming number from the old office and twenty minutes later it was functioning at our new location. It was a seamless transition and Primus' Hosted PBX made it easy," says Scott. "Our employees like the features of Primus' Hosted Phone System. Some of our guys travel a lot and the Find Me, Follow Me feature ensures that they can be reached by our customers easily," he added.

KEY RESULTS

With their Primus Hosted PBX, Sutherland-Schultz has upgraded their phone system significantly and realized substantial cost savings.

The greatest cost savings for the company has been from the reduction in time required from IT staff. Moves and changes are now incredibly simple and there is no maintenance on the system as that is handled by Primus.

"Now (with our hosted phone system) when we move our trailers, all we do is unplug the phone, take it to the next location, and plug it back in," says Scott.

"The system has proven to be as reliable as Primus claimed. There has not been a minute of downtime during business hours which makes our internal customers very happy," he added.

"We're realizing substantial cost savings with our Primus Hosted PBX. Purchasing our own PBX would not have paid off (even in 25 years)..."

*– Scott Kelly, Support Services Manager,
Sutherland-Schultz*

Scott concludes that purchasing their own PBX would have not been a smart decision. "Purchasing our own PBX would not have paid off, even in 25 years," he says "There's far less capital investment with Primus' Hosted Phone System. We only paid for the phones, so it was about a third of the costs vs. a PBX, which would have included switches, software licences, maintenance contracts, etc."

About Primus Business Services

Primus Business Services is a national leader in advanced communication solutions, providing a comprehensive portfolio of voice and access solutions. Over 45,000 Canadian Businesses rely on Primus' industry leading service and support commitment that delivers reliability, security and compliance. When you partner with Primus, you get access to a dedicated Account Representative and team of experts who will collaborate with you on your business requirements.

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