powernet™

Enabling you to connect.™

Case Study
Hosted IP PBX &
Hosted IP PBX Plus

Midwestern Distribution Company Connects Offices with Powernet Hosted Phone Solutions

Looking to update their phone system from Cisco Unified Communications, Midwestern distribution company NexGen Building Supply turned to Powernet for an effective, more affordable hosted phone solution.

Communication is Mission-Critical

When NexGen originally set out to update their telecommunications infrastructure, they first reached out to Time Warner Cable Business Class to help them interconnect their phone circuits. When it was learned they also wanted to update their office phone system as well, Time Warner brought Powernet into the fold to help.

As a building supply distribution leader, it is critical for NexGen that all of their communications systems be reliable and effective. Network downtime or other issues can create logistical nightmares that could jeopardize future business. Adding to the challenge, NexGen has 13 branch locations spread out across six states: Ohio, Illinois, Wisconsin, Indiana, Kentucky and Tennessee.

Laying the Groundwork for a New Network

The first step Powernet needed to take in helping NexGen deploy a new phone system to conduct a full network assessment. After mapping the entire network, both the Powernet and NexGen teams were ready to transition to the new phone system.

The next phase of implementation involved replacing the old switches at each office. In order to save costs, NexGen's IT Director travelled from office to office to install the new network switches. With phone support from Powernet's Core Network Manager being provided at every stop, NexGen was able to get the new network switches in place and ready to go in a timely and cost-effective manner.

NexGen Building Supply

Industry: Construction Materials & Distribution

No. of Employees: 185

Primary Services: Interior building products distribution

Challenge
- Network 13 offices across six states with updated phone system
- Build dependable network that operates with zero downtime
- Implement upgraded network without increasing costs

Solution
- Deploy 60 Polycom VVX 400 Handsets
- Install 38 Hosted IP PBX Plus Desktop Clients
- Utilize 35 unlimited SIP LD lines
- Provide live support to NexGen staff throughout process

Results
- Extension dialing between all NexGen offices
- Upgraded infrastructure without increasing costs
- 100% network uptime

A Successful Installation

Installation of the phones themselves was then carried out without any major issues. The primary challenge for the Powernet team was building the company directory, given the various office locations and number of devices integrated into the network. Powernet engineers were able to overcome this difficulty, however, and enable seamless extension dialing between all NexGen offices on the network.

The install involved integrating a number of devices into the network. NexGen required 60 Polycom VVX 400 handset phones as the primary communications device. In addition, the company is implementing 38 Hosted IP PBX Plus Desktop Clients (utilizing Metaswitch's Accession Communicator software). All hard and soft phones are operating over 35 unlimited SIP long distance lines.

After the Install

After the initial install was complete, Powernet has continued to work with NexGen to fine-tune the network depending on the company's evolving needs. So far, NexGen has experienced 100% network uptime, a critical element in the project's success. Equally as important, NexGen was able to complete these upgrades without increasing costs.

"We're very pleased with the network Powernet has helped us build," said Tom Profitt, IT Director at NexGen. "Most importantly, they haven't ignored us after the sale. Our organization's set-up brings with it some unique demands and challenges. If there's a new application we need or if we think we have to adjust the ratio of desktop clients to headsets, they've been there to support us from a service and engineering perspective. We couldn't be happier."

About Powernet

Powernet enables businesses to connect through innovative telecommunications solutions. **With Wi-Fi networking, voice, data, call center and carrier services,** we have the technology and expertise to meet the needs of any size business.

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>
> -Tom Profitt, IT Director, NexGen Building Supply

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