

City Plumbing & Electric

Supply Company



Discover What The Pros Know

Cloud Phone technology is becoming more common for both business and personal needs - with every passing day. Since many companies are now engaged in evaluating, implementing, using, and some beginning to achieve great results, we wanted to share a success story. This story exemplifies the network, the enterprise, the customers, the employees, and the cloud solution that made it all happen.

BACKGROUND

City Plumbing & Electric Supply Company (<https://www.cpesupply.com/>) has been providing top contractors and local homeowners with the widest variety of residential and commercial plumbing and electrical products for over 60 years. They are rated among the Top 150 plumbing distributors in the nation.

The enterprise contains nine stores, located in North Georgia and North Carolina, with each store featuring highly trained salespeople equipped with extensive knowledge and experience.

OBJECTIVES OF THE ENTERPRISE CLOUD PHONE SYSTEM

- Facilitate instant and more communication across the nine stores – increase responsiveness to customers
- Harness the power of the enterprise versus having nine independent stores
- Stay ahead of the technology curve
- Get out of the “day to day phone IT business” and always be up to date on updates and maintenance for the phone system
- Achieve cost savings for communications costs across the enterprise – voice and data



STRATEGY

Roger Moore, City Plumbing and Electric's IT Director, reached out to Ansley Communications Group to begin the conversation about moving from their Mitel Premise phone system to the Mitel Enterprise Cloud offering and strengthening the network with Juniper offerings. After a fifteen-year relationship with Ansley, Roger trusted that the costing information, network architecture, and overall solution would be what was best for the achievement of his objectives.

ACTIONS

- > Worked with Ansley and two of their technology partners, Mitel and Juniper, to create the project schedule and overall value proposition.
- > Began rolling out the project in August of 2015 – two store locations per month
- > With all stores completed (rollout went smoothly) the focus was on fine tuning and insuring the users across the enterprise embraced the new capabilities

RESULTS

- Cost savings of 25-30% - with added features and functions
- ROI of 18-24 months
- Use of Mitel's MiCollab allows for employees to chat across the enterprise
- Instant visibility of who is available to take a customer call – minimize the "voicemail/phone tag" – improved customer service and satisfaction
- Roger is out of the "phone business" and can focus his time and attention on the next technology frontier!

