

# The key to a successful transition starts with a clear understanding of the business and an implementation plan that best fits the company's overall objectives. Delivering an integrated communication solution utilizing best of breed technologies.

**Customer:** Logistics services company that offers a wide range of value-added services, knowledgeable support and the most advanced technology solutions for our customers in the shipping and distribution industries.

**Goal:** Customer wanted to make their voice network more efficient and desired diversity for the internet so there wouldn't be any downtime if the primary internet circuit went down.

**Challenges:** Customer had 11 distribution warehouses with disparate phone systems that had numerous types of services varying from POTS, PRI to integrated T's. They also had a single ISP at each location for internet connection.

**Solution:** The customer purchased a new ShoreTel phone system that allowed them to consolidate all their local DIDs over SIP trunks. Access Point deployed a meshed MPLS network utilizing NNI connections to deliver SIP trunks at centralized PBX locations for the voice network. A co-location site was also established for backup and redundancy. To address the ISP concern, Access Point installed diverse carrier dedicated Internet access circuits creating a backup internet network.

By using the established resources, processes, and service delivery platform, Access Point was uniquely positioned to give this customer the best overall value proposition for the buying power of their significant telecommunications purchases.

We strive to provide our multi-location customers with proven and reliable solutions making it easy to move their telecom services and expand as their business grows and adds additional locations. We have experienced the highest customer satisfaction in part because our process is easy to deploy, manage, and implement.