



Solution

- Avaya IP Office 500
- Avaya VoiceMail Pro
- Avaya Phone Manager Pro
- Avaya 5400 Series Digital Telephones
- Avaya 3810 Digital Wireless Telephones
- Mobile Twinning

Why Avaya?

"We visited several vendors whose demos were overly complex and not really geared to our current needs and future plans. In contrast, Avaya representatives really listened to us and clearly demonstrated features that would support our goals. The maintenance plan was very attractive, and we liked the appearance of the phones. The solution they offered for our budget actually exceeded our expectations."

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IT Specialist

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Customer: Sloan Construction Upstate

Industry: Construction

Location: Duncan, S.C.

Number of Employees: 40 (office)

System Displaced: Telrad

Sloan Construction Upstate provides paving services, grading, and bridge construction for highways, streets, subdivisions, airports, and commercial projects. It is a major division of Sloan Construction Company, Inc., which also includes several asphalt plants and other specialized construction facilities.

The company was founded in 1933, and it has long been an innovative leader in the construction industry throughout the southeast United States.

Challenge

The company's 20-year-old phone system was expensive to maintain and offered virtually none of the high-performance features associated with today's advanced telecommunications solutions. There were no mobility options for individuals in the field, voicemail operated poorly, and calls were often dropped. The infrastructure was subject to frequent lightning strikes, which required expensive service calls and card replacements. These factors limited their ability to serve their customers and to realize improvements in their telecommunications costs.

Ideally the company wanted a solution that would offer them reliable voicemail, a user-friendly display, quick and easy maintenance, enhanced customer service, and overall cost savings. They were also anxious to explore mobility options for their field people and the establishment of interconnected field offices.

Results

- **Cost savings:** Sloan is saving thousands of dollars every month now that they do not incur per-line charges and frequent repair bills. They can also realize savings through the conference call feature, and as cell phone usage decreases and softphone usage increases among their employees in the field.
- **Productivity:** Office staff experience a more efficient, productive, and satisfying work experience due to enhanced intra-office communications, display functionality, reliable and flexible voicemail options, and lack of service interruptions caused by weather events. Connectivity with people in the field has also had a positive impact on productivity and responsiveness.
- **Scalability for mobile communications and field offices:** Mobility options such as Mobile Twinning, which allows calls to ring simultaneously on one's desk phone and another phone, have enabled salesmen to set up true mobile offices in their trucks. The company is also developing plans for interconnected field offices.
- **Enhanced customer service:** There has been a huge improvement in call handling and response time, both in-house and from the field. Now when customers or vendors call, field personnel do not have to miss any calls, since calls ring simultaneously on their mobile phones.
- **Optimum balance of self-sufficiency and support:** Sloan appreciates the attention and fast service they receive from their Avaya Authorized BusinessPartner, and at the same time they value the self-sufficiency and flexibility they have in managing their phone system on a day-to-day basis.

“Since we installed Avaya IP Office, every individual and group within our company has experienced a real improvement in time management. Our people like the system, they have acclimated to it quickly, and they're actively exploring how the features can benefit our business, both in-house and in the field. Our management is impressed by the present and projected cost savings and by the overall impact of the Avaya solution.”

- Matthew Fields, IT Specialist

Small Business Profile