

Case Study: CLP Resources, Inc.

VocalocityPBX Dramatically Reduces Phone Expenses While Delivering Needed Functionality.



CHALLENGE

Provide a modern, but affordable and easy-to-manage phone system with the professional features needed in a busy office.



SOLUTION

VocalocityPBX, a hosted PBX office phone solution.

With VocalocityPBX, we've reduced our phone expenses by 87%. And the minor investment in new phones paid for itself within the first month.

-- Michael W. Patrick, Southeast Regional Director, CLP Resources, Inc.



BENEFITS

Provides full-featured, easy-to-use phone system with no IT support requirements

Enables call forwarding, follow-me, interoffice dialing, phone conferencing, and many other capabilities previously not available

Web interface makes set-up and maintenance quick and easy

Reduced phone expenses by 87%

Regional Office Lacked Professional Phone Capabilities

Founded in 1987, CLP Resources, Inc. is a construction staffing company providing quality skilled tradespeople to building contractors and rewarding employment opportunities to a qualified workforce. It recruits and hires the best and brightest tradespeople around, then matches them to each contractor's specific job requirements.

Headquartered in Reno, Nevada, CLP has more than 65 branches in 23 states, including the Southeast regional headquarters located in Atlanta. The Southeast headquarters was set-up with two traditional phone lines in each of seven offices, plus lines for the fax machine and conference room. This solution left the headquarters with limited functionality as well as high telephony costs.

For instance, if Michael Patrick, the Southeast Regional Director for CLP, received a call and that person needed to speak with someone else in the office, there was no way to transfer the call. "The only thing worse than our old set-up would be strings and cans. We had to stop the insanity," explained Patrick. He began searching for a better alternative.

Hosted VoIP Provides Robust Functionality, Low Cost, and Low Maintenance

Patrick started researching a more professional solution, with all the modern capabilities one would expect a large, successful organization to have. Another key criteria for the new phone system was that it require no IT support, as CLP's corporate IT group was 3,000 miles away. Finally, the system should be reasonably priced.

Based on Patrick's experience and knowledge previous to his position at CLP, he made the decision to look for a hosted VoIP solution to meet his office's telephony needs. A hosted solution provides the compelling combination of no hardware or technology to maintain on premises and because the solution is leased from the provider, start-up costs are minimal.

When Patrick learned about VocalocityPBX, a hosted VoIP solution delivering robust phone systems at an incredibly affordable price, it became the hands-down choice for the new phone system for the CLP regional office.

"Ridiculously Easy to Use"

The southeast regional office for CLP is extremely pleased with the new phone system from Vocalocity. "It's very easy to use, in fact, ridiculously easy," added Patrick, "The Web interface is a great feature."

Patrick and his area managers are now more effective and productive with the sophisticated set of phone features available within VocalocityPBX, such as call transfer, follow-me, conferencing, voicemail, and calling by extension. Patrick is also extremely satisfied with the reliability and quality of the service.

Tremendous Cost Savings

In addition to dramatically improving productivity and professionalism in its business communications, CLP is also saving significantly on phone costs. Patrick calculates that his office is saving 87% every month on telephony costs compared to the old system. The investment in new phones was paid for within the first month of using VocalocityPBX.

Recommending VocalocityPBX for Other CLP Locations

VocalocityPBX provides the advanced features, simplicity, and cost-effectiveness CLP was looking for in a new system. In fact, based on the success of the southeast office, Patrick is recommending that as CLP opens new branches, VocalocityPBX be installed as the phone system of choice.

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