



Moving Forward with Unified Communications

This case study is brought to you by PC Connection, Inc., parent of the PC Connection family of companies, a collection of best-in-class information technology (IT) solutions providers. Its subsidiaries include PC Connection Sales Corporation, GovConnection, and MoreDirect, which service small- and medium-sized businesses, government, and enterprise markets, respectively.



» Headquartered in Somerset, NJ, Budd Van Lines is an executive moving service that prides itself on professionalism, friendliness, and the ability to transform houses into homes. With sales offices, warehouses, and driver teams all across America—as well as a service area spanning coast to coast—communication is a top priority for this premier relocation company. So when their phone system started to show its age, Budd Van Lines chose to update and create a cutting-edge unified communications (UC) solution.

Calling in the Experts

Doug Soltesz, VP of Information Systems and Technology for Budd Van Lines, has a team of three full-time IT employees supporting 150 users scattered across the nation. With so much ground to cover, he turned to his team of experts at PC Connection for their in-depth knowledge about unified communications. “I didn’t know all the details of every system—nor was I able to learn all the details,” said Soltesz. “But I knew we wanted features such as hot desking, voicemail with the twin to a cell phone where voicemail messages could be patched to a cell phone or in a WAV file. I knew that we wanted fax on the same numbers.”

PC Connection worked with Soltesz to find a solution that had all of the features he needed to increase efficiency and reduce demand on the IT department. Assessing the company’s current and future needs, PC Connection engineers worked with vendors to design a UC solution that incorporated all of Budd Van Lines’ requirements.

Delivering on Deadlines

After finding the right solution, one of the biggest challenges Soltesz faced was implementing the new project in time for a busy summer season. With 80% of the company’s business scheduled between Memorial Day and Labor Day, every IT project must be planned, deployed, and tested before the summer rush begins.

“[PC Connection] was very sensitive of our timeframe,” said Soltesz. “All of the new phones actually were shipped straight to the location where IT individuals unwrapped them and put them on the desk.”

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By splitting up the install, Soltesz was able to get a head start on cabling, setting up the new phones in place next to the old ones, while PC Connection configured the UC system for each location.

"I've done a bunch of phone system rollovers in my career, and the one that we did with PC Connection is the only one that we did in the middle of the day. Everything ran so smoothly," said Soltesz. "When the integrator came out and we hooked up the system and all the phones were live on every desk that we intended to cut over at 5 o'clock on, say, Wednesday, and here it was, 12 noon on Tuesday and the whole system was running. We were just amazed at the speed by which we were able to get this other system working in parallel."

The Freedom of Flexibility

With the proper unified communications solution in place, Soltesz had the latest features, the scalability to ramp up for busy season, and a system that provided the reliability and performance his users demanded. "I was very satisfied because we had the features we wanted such as hot desking, where when we created a new user in the system, they could sit at any desk in the entire company, dial in a code, and that phone became their phone," said Soltesz. "It really cut down the amount of time spent in IT for provisioning phones."

Another benefit of UC was the increased communication between different branches. "Also, with the Voice over IP linking all of our offices together, it really decreased the amount of time that it took to find somebody in another office." Having cordless phones on individuals in the warehouses increased efficiency as well. "In the past, we would have been ringing a phone sitting on their desk when that person was on a forklift or working out in the warehouse," said Soltesz. "It really kind of made the company smaller, even though we had locations nationwide."

Making the Move to VoIP?



GovConnection's Voice and Video Readiness Assessment is the first step for any organization looking to implement a Voice over IP (VoIP) solution. Our assessment helps determine if your network is ready to support the real-time traffic and Quality of Service (QoS) level necessary for VoIP applications. The Voice and Video Readiness Assessment

identifies potential problem areas in your network, and it includes recommendations to ensure your IT dollars produce maximum ROI while delivering the high levels of performance that VoIP demands.



We can help you design and build a unified communications solution. Call your Account Manager to schedule a Voice and Video Readiness Assessment today.



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—Doug Soltesz, VP of Information Systems and Technology, Budd Van Lines

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