

Retail Industry – Branch Office Case Study

L & L Carpet Inc. – Falcon client since 1990

L & L Carpet has been servicing the United States for over 50 years from over 36 offices. Falcon Communications had assisted L & L with their infrastructure cabling needs as well as the design and installation of their telephone platforms. An affordable multi-state, multi-office solution was required for L&L to increase the communication between offices and assist in the cost justification of the deployment of a new MPLS network.

Challenges:

- High cost of calls between offices - Intra Lata long distance charges
- No centralized Voice Mail Platform
- No standardization of equipment or installation in the remote offices
- Inability to transfer calls between the offices
- Inability to answer calls from a single location if needed
- Limited capability and inadequate security of existing wide area network
- Poor call coverage and management of the inbound sales and customer service calls.

Solution:

- VOIP Networking of their offices
- Connectivity Type for WAN – Dedicated connection with SPRINT MPLS Network
- Connectivity Type for Internet – Dedicated T-1 from COVAD
- Connectivity Type for Voice – Verizon ISDN-PR1
- Telecom Equipment – Toshiba CIX 100, VOIP Enabled
- Additional Equipment - Oaisys ACD, Valcom Paging Systems & Door Answering System
- Roll out – ongoing

Benefits:

- Zero cost to call between offices
- More efficient use of their existing data network
- Centralized Voice Mail Platform
- Centralized answer position/receptionist if needed
- Shared network for Voice and Data Networks between offices
- Fixed Monthly Cost
- The ability to have one ACD (Automatic Call Distribution) for agents at corporate and in off site locations if needed.

