

Service Industry – Branch Office Case Study

Triple “S” Termite & Pest Control – Falcon client since 1998

Triple “S” Termite and Pest Control have been servicing the DC metropolitan area for over 30 years. For most of the 30 years they did this from one office in Manassas VA. As they grew, they opened offices in Silver Spring, MD and Fredericksburg, VA. Triple “S” wanted to find a cost effective way to provide connectivity between the offices as they grew slowly in the new markets. The cost of a dedicated wide area network (WAN) was prohibitive to Triple “S” so they had to find a way to utilize the public internet for connectivity between the offices, while maintaining the highest level of customer services possible.

Challenges:

- High cost of calls between offices - Intra Lata long distance charges
- No centralized Voice Mail Platform for the offices
- No standardization of equipment or installation in the remote offices
- Inability to transfer calls between all of the offices
- Inability to answer calls from any office from any single location if needed
- No backup up for their telephone calls if the system failed
- Limited capability and inadequate security of existing wide area network
- No Standardization of internet or telecom providers

Solution:

- VOIP Networking of their offices
- Wide Area Networking of the offices
- Connectivity Type for Data – Non dedicated connection with Cavalier DSL and SPRINT T-1 for the corporate office
- Connectivity Type for Voice – Cavalier ISDN-PRI for corporate and Cavalier B1 POTS lines for the remote offices
- Telecom Equipment – Vertical MP 5000, VOIP Networked
- Additional Equipment – Vertical Voice Mail with Unified Messaging
- Roll out – 90 days

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
- Engineered disaster recovery for voice calls if any one of the offices fell off line
- Shared network for Voice and Data between offices
- Fixed Monthly Cost



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