



## Nationwide transportation and logistics company

A rapidly growing organization via organic expansion and acquisition.



### PROBLEM

- Multiple aging phone system and core network infrastructure lacking modern collaboration and communications features.
- Network not scalable for growth and mission critical performance and security.
- Carrier services contracts were with multiple carriers across the country and not priced to reflect current market
- Customer needing to leverage integration with common transportation applications and productivity tools, implement modern contact center functionality, improve customer and driver experience and reduce annual maintenance and carrier services costs

### SOLUTIONS

- Detailed needs analysis across all departments and business functions
- Review of market leading phone systems and contact center solutions
- Renegotiation of carrier services for trunking, data, and internet

### BENEFITS

- Significant reduction in annual maintenance support and carrier costs
- Decreased customer and driver hold times and increased routing assignments
- Improved visibility of customer and driver profile at the point of call
- Common communications platform reduced training time and improved consistency of messaging and customer communications

#### CNP SOLUTIONS



#### PHONE SYSTEMS



#### CONTACT CENTER SOLUTIONS



#### CARRIER SERVICES