Voice Solution Results in Improved Productivity, Reduced Costs for Large Equipment Supplier

Kimball Equipment faced challenges having to manage disparate phone systems across multiple office locations—including a "homegrown" system that experienced frequent outages. With UC Cloud Voice, the entire company is now on a unified system with modern collaboration tools at a reduced cost.

Business Challenge

Since 1946, Utah-based Kimball Equipment has provided new and used aggregate equipment to the concrete industry. With approximately 120 employees located across six western states, Kimball Equipment sells and services equipment from leading manufacturers in the industry.

Unfortunately, the company's phone system could not keep up with recent growth. "My predecessor built our phone system from the ground up with his own coding," said Alex Earl, IT Director. "It was a great tool at the time, because he could change and customize it any way he wanted. But we were starting to see deterioration, and we were spending thousands of dollars to keep it going."

In addition, as the company opened new locations, each office purchased its own phone system, so no two offices operated on the same internal system. "It was just known inside the company that you couldn't call Phoenix from Salt Lake City, Las Vegas couldn't call Salt Lake City," he said. "And then we would lose calls all the time. Our system would go down because the cards would get fried, and we couldn't find any of the cards."

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In the headquarters, "I had no way to add new people into the system," said Earl. "I had no controls, and I didn't know the coding." Kimball Equipment contracted an outside IT company to help manage his department, and the contractor regularly exceeded his monthly contracted amount just maintaining the phone system in the Utah headquarters.

"It was a mess," Earl said.

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Solution

Though the company looked at two other solutions, they very quickly settled on the UC Cloud Voice (UCCV) solution proposed by Zayo.

The company installed the Zayo solution at one of their branch offices first, then rolled out the solution one office at a time. While this process meant reminding employees and customers of changes to phone numbers at first, Earl has nothing but praise for the Zayo team. "Our project manager was wonderful and so helpful," he said, citing the project manager's creative solutions and depth of knowledge that allowed the solution to meet each office's unique needs. "I could not have done this without her."

Results

The new UCCV installation was completed in the summer of 2018 across all Kimball Equipment locations, and the feedback from both customers and employees has been overwhelmingly positive, said Earl. "One of our location managers said, 'I didn't realize just how crippled we were,'" said Earl. Across the company, employees report a significant rise in productivity; in his own role, Earl says he is able now to pursue other IT projects since he's not spending large amounts of time with the phone system.

Included in the UCCV solution were several functions new to Kimball Equipment, such as internal chat and other collaboration tools. While adoption of some of these tools hasn't been completed, Earl said that the company is better positioned now to handle customer requests and to adapt to changing communication needs over the coming years.

The flexibility and ease of the voice solution is also a huge benefit to Kimball Equipment. On the old system, Earl couldn't even add a new employee's name to the phone extension. Now, programming is simple and straightforward. The system also gives employees flexible work options through the softphone and twinning options, allowing people to work where and when they need to.

Since the final installation, Earl said Kimball Equipment has only experience one outage, and that was a short one "due to improper wiring on my part." The outage was quickly resolved, and the system forwarded calls seamlessly so that the office didn't miss anything.

Earl also said that Kimball Equipment was in a good position to weather the 2020 COVID-19 pandemic thanks to the voice solution.

"We're so much more stable now," Earl said. "Our systems are just so much more reliable at this point. It's a huge relief."

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The UCCV solution has also resulted in significant savings now that Kimball Equipment's IT contractor isn't forced to spend extra time working with the phone system. In the year before the voice solution implementation, Kimball Equipment paid its contractor $25,000 above the usual retainer fee just to maintain the phone system. By the time Kimball started the implementation, the company was paying the contractor far above its standard monthly retainer for phone system maintenance. Since implementation of UCCV, the company is back to paying a standard retainer for IT support.

KIMBALL EQUIPMENT COMPANY

Benefits

Kimball Equipment moved to a uniform voice platform across all locations with UCCV. The solution included intuitive, easy to use desktop collaboration tools, visibility amongst employees across all locations, internal 4-digit dialing, flexible mobility solutions, customizable auto attendant, and intuitive webbased admin interface. Additional bandwidth and dedicated Internet access also provided where required.

Other benefits include:

- **Dramatic reduction in outages;** improved stability and reliability.
- **Internal four-digit dialing** for better company communication.
- **Twinning to mobile phones** for users who prefer to use cell phones.
- **Improved bandwidth** where needed.
- **Scalable** for future technology.

About Zayo

Zayo Group Holdings, Inc. provides mission-critical bandwidth to the world's most impactful companies, fueling the innovations that are transforming our society. Zayo's 126,000-mile network in North America and Europe includes extensive metro connectivity to thousands of buildings and datacenters. Zayo's communications infrastructure solutions include dark fiber, private data networks, wavelengths, Ethernet, dedicated internet access and datacenter connectivity solutions. Zayo owns and operates a Tier 1 IP backbone and through its CloudLink service, Zayo provides low-latency private connectivity that attaches enterprises to their public cloud environments. Zayo serves wireless and wireline carriers, media, tech, content, finance, healthcare and other large enterprises.

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Learn more at zayo.com
Email contact@zayo.com
Call 866.364.6033