

LOCATIONS: 16 locations throughout the United States

USERS: 650

INDUSTRY: Logistical Services

SOLUTIONS: MPVEX PBX in the CLOUD, MPVEX & Verizon Mobility, AT&T Fiber Internet, Spectrum & Comcast Internet



Redbird Carriers Simplifies All Sites with MPVEX Greatly Improves Management of 16 Locations Expands the Fiber Network & Mobility Reach



CASE STUDY

IN BRIEF

PAIN POINTS

- Communication Complexities
- Rising Management Costs
- Multi-Site Telephone Issues
- Vendor & Billing Overlap
- Internet Bottlenecks

GOAL

- Consolidate Vendors
- Create One Bill Solution
- Install Dedicated Fiber Internet
- Deploy PBX in the CLOUD
- Install IP Phones at all sites

SNAPSHOT

Established in 1977, Redbird Carriers specializes in intermodal trucking – moving freight in trailers and containers between railroads, ports, consignees, and shippers. Redbird is the largest intermodal carrier in the St. Louis, Missouri area and has offices in most major U.S. cities with rail hubs.

VP of Administration at Redbird Carriers, Jennifer Hayes, was tasked with improving their growing business's communications. Jennifer explained, *"We were looking to streamline our office phone service for our 16 locations around the country. I met with Megan Bruns at Metropark Communications and she wound up getting us set up for office phones, cellular, internet and tablets. We now get one bill for all services which is extremely convenient. We contact them directly for any and all questions/issues instead of having to call the phone service carriers which is also extremely convenient. And, on top of that, we were able to upgrade our office phone system AND save us money every month. Changing phone services of any kind is a scary and exhausting thing but the staff at Metropark (Sarah, Lauren, Rick, Ted and Megan) made the transition smooth. They handled it all! I highly recommend Metropark Communications!"*

SOLUTION

Metropark knew that that the Redbird logistical business was not only highly competitive, but communications were extremely vital to Redbird and their very large supply chain customers. From the farm to the dinner table or from the manufacturer to the consumer, logistical companies cannot lose communications. Metropark navigated slowly and carefully through the fiber and mobility project milestones, making sure no communications were impacted.

Once the infrastructure was complete and tested, the deployment of MPVEX to each site was started. MPVEX PBX in the CLOUD worked perfectly as designed. Redbird, in short order, finally had all the sites communicating under one highly redundant Unified Communications solution. With MPVEX, Redbird was able to eliminate all the PSTN PRI Trunks and analog lines at each of their locations, as well. This created a very large monthly savings.

Since billing was a chronic issue, Metropark consolidated over 10 vendors into one easy to understand VCP Invoice. This allowed Redbird to greatly reduce its payment and invoice review processes. Simplifying processes for customers is an important goal for Metropark, just as it is for Redbird Carriers. Successful logistical service companies demand simplified processes.

"The staff at Metropark made the transition smooth. They handled it all! I highly recommend Metropark!!"

*Jennifer Hayes
Vice President-Administration*