

LOCATIONS: Missouri, Kansas, Ohio, Illinois, Oklahoma, Indiana, Nebraska, Washington, U.S.A.

USERS: 450

INDUSTRY: Building Supplies

SOLUTIONS: MPVEX PBX in the CLOUD, MPVEX Call Center, AT&T MIS Internet, AT&T Verizon Sprint Mobility



Metropark Voice Exchange Gives Millman Lumber / Forest Products A State-of-the-Art Future Proof Communications Platform While Simplifying the Entire Network Over 8 States



CASE STUDY

IN BRIEF

PAIN POINTS

- Rising MPLS Costs
- Rising Network Complexities
- Aging PBX and Phones
- Single Point of Failure
- Limited Redundancy
- Limited Disaster Recovery
- Management of Cell Phones

GOAL

- Install Fiber at All Sites
- Remove MPLS Network
- Simplify All IP Routing
- Deploy Hosted IP PBX
- Install IP Phones at All Sites
- Improve Mobility Globally

SNAPSHOT

Millman Lumber is a family of four independent companies, each of which specializes in the distribution or manufacture of building materials. The four companies are Forest Products Supply, Great Central Lumber & Millwork, Broad Building Supply, and Great Western Lumber. Founded in St. Louis, MO in 1931, the company has maintained their family owned tradition since inception and is now on their third generation of ownership. Today, Millman services customers in 15 states from 9 locations comprising over 350 employees.

SOLUTION

Once the pain points were determined, Metropark established a goal for the overall project. First, the Fiber network needed to be installed throughout all locations. Metropark engineers and the Millman Lumber IT team tested many different scenarios which would benefit the enterprise. Metropark's Voice Exchange (MPVEX) works with any reliable Internet carrier, so AT&T was determined to provide the best reliability at the best price.

Since Millman Lumber and its companies were spread out over 8 states, it was going to be an elongated installation time frame. So, a plan was created to have the legacy PBX and the new MPVEX co-exist in the same space. It was important that each location coming online and cutover to MPVEX needed to be seen by all the legacy pbx phones, so the user experience was transparent.

Metropark Installation Manager, Ted Gustafson, was tasked with keeping the install timeline on target. This included him taking day trips from a small air field near Metropark's HQ out to each location. *"The Millman staff at each location were great to work with. Each location was a breeze since each phone was pre-programmed and tested. It made training very simple too."*

The Metropark Mobility team resolved Millman's near 500 user AT&T, Verizon, & Sprint smartphones and tablet accounts by consolidating all the carriers into one easy to read monthly statement and invoice. Thus, simplifying the mobility management at the same time the network and voice were upgraded.

"I can't get over how easy MPVEX is. More than enough features and very simple to manage!"

