

LOCATIONS: 1 Facility Serving all Vital Trades throughout the Midwest.

USERS: 12

INDUSTRY: Wire & Cable Provider

SOLUTIONS: MPVEX PBX in the CLOUD, Spectrum Internet, AT&T Mobility, Metropark VCP Consolidated Billing & Management



Metropark

Buckman Wire & Cable Provides Critical Infrastructure to Essential Workers with Metropark's Voice Exchange and Improved Mobile Communications



CASE STUDY

IN BRIEF

PAIN POINTS

- Soaring Monthly Costs
- Obsolete Equipment
- Difficult handheld devices
- Intermittent Networking
- No Failover Capabilities

GOAL

- Simplify All Communications
- Install PBX in the CLOUD
- Streamline Internet Services
- Greatly Reduce Costs
- Consolidate Billing

"We love our new phones! Everyone at Metropark is always so helpful and friendly!"

Jessica Cervenka
Buckman Office Manager

SNAPSHOT

Many trades and businesses throughout the Midwest have come to rely on Buckman Wire & Cable. Based in O'Fallon Missouri since 1974, Buckman Wire & Cable staff have over 100 years of combined wire and cable experience. They guarantee personal service, same day shipments, and a superior quality control process.

SOLUTION

The Buckman office team, over the decades, were faced with too much technology complexity and diminished reliability. After a communications review from Metropark analysts, it was obvious that a redesign of their networking and telephony was needed. Once Metropark's PBX in the CLOUD was installed and the network was streamlined and simplified, the Buckman team saw immediate improvements with their business communications.

"Everyone at Metropark is always so helpful and friendly! Megan is always responsive and never tries to upsell anything we don't need but makes sure we get what we do quickly. We recently upgraded our phones and the new ones are fantastic, clear screens that tilt! Ted did the installation and was very knowledgeable and courteous. Anytime we have a service issue they are always quick to get to a resolution." explained Office Manager, Jessica Cervenka.

Since moving to Metropark's Vendor Consolidation Program (VCP), Ms. Cervenka is now able to make one call to Metropark instead of calling a bunch of different vendors to resolve any issue. Cheerfully she said, *"anytime we have a service issue, Metropark is always quick to get to a resolution."* Consolidating many vendors into one monthly bill and one call for support is a huge help for any business.

