

LOCATIONS: 1 Facility Serving thousands of sites throughout the Midwest.

USERS: 65

INDUSTRY: Sanitation Services

SOLUTIONS: MPVEX PBX in the CLOUD, Spectrum Fiber Internet, AT&T DSL & Mobility, T-Mobile Mobility, Metropark VCP Consolidated Billing



R&R Contracting & Sanitation Delivers Vital Services to the Midwest with Metropark's Voice Exchange and a much Improved Communications Network



CASE STUDY

IN BRIEF

PAIN POINTS

- Very High Monthly Costs
- Complicated Technology
- Antiquated PBX & Phones
- Unreliable Data Network
- No Failover Capabilities

GOAL

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

SNAPSHOT

R&R's President Jim Reisinger, having decades of experience in the portable restroom industry, saw a need for a local company to supply customers with reliable and clean portable restrooms at a reasonable cost. R&R Sanitation started operating in 2000, focusing on boom truck services and portable restrooms for individuals, non-profit organizations, and corporations throughout the St. Louis Missouri Metropolitan area. After 21 years, everyone in St. Louis is familiar with the iconic portable restrooms, literally all over the St. Louis area, from R&R.

SOLUTION

As R&R's mobile needs grew over the years, Metropark's mobility team made the best options available from all the cellular carriers. But as their data and office communication needs grew, R&R saw an awful rise in monthly costs, a steady decline in technology, and a loss in effective communication features. To combat these issues, Metropark installed dedicated Spectrum fiber internet which allowed R&R to enjoy all the new features of Metropark's PBX in the CLOUD.

Heading up the R&R administration is Shelli Rollins. She said, "Metropark has managed all of business communications for 5 years and our mobility for almost 2 decades. I love being able to call one local number and know they have eyes on everything to get any issue fixed. Plus, Megan is always a call away to help with any and all problems we might have."

By hiring Metropark to manage all of the vendor relationships, R&R was able to remove much of the legacy communication headaches and hassles. Plus they were able to finally put an end to the out-of-control telephone bills. Now R&R receives one easy to read bill per month which covers all of their communications and is much lower than when they managed the vendors and billing themselves.



"I love being able to call one local number and know they have eyes on everything to get any issue fixed!"

Shelli Rollins
R&R Office Manager