



Live IT, Breathe IT, Manage IT
Celebrating 38 Years of Excellence

A Company
Struggling With
A Poor Cloud
Experience Turns To
ICS For Support

CASE STUDY - DARR EQUIPMENT CO.



Darr Equipment Co. is a large industrial equipment supplier headquartered in Dallas, TX and has been selling Caterpillar forklifts for 64 years. They have 14 locations throughout Texas, Louisiana and Oklahoma with 400+ employees. They primarily handle forklifts and material handling equipment with sales, service, parts and rental options for their customers.

We spoke with **Jeff Donaldson**, Darr Equipment Co.'s Chief Operating Officer regarding their problems:

THE PROBLEM

"Darr Equipment Co. purchased Adobe Equipment in 2016. This is when we began having communications issues. When we bought Adobe, we were operating on a cloud-based system with a SIP-based platform. The system had call quality issues that the provider was unable to resolve. There were issues on the network and constant complaints from employees about garbled and dropped calls. This was due to outdated systems and using multiple brands across different data centers resulted in problems.

In addition, we wanted to leverage a network with 4-digit dialing between the locations and to consolidate support vendors. We also wanted to remove all hardware from our remote sites to avoid the costs of maintaining multiple systems while simultaneously providing a disaster routing plan in case we had a co-location failure."

THE SOLUTION

"We called in ICS to help. We elected them over other providers due to their long service history, knowledge of the VoIP industry and ability to perform installation and service throughout Texas, Oklahoma and Louisiana.

They upgraded our antiquated phone system to a new Mitel VoIP solution for all of our locations. ICS leveraged the Mitel MiVoice for Business solution with a virtual instance in our Houston, Texas locations; and then a secondary backup solution in our Dallas location. ICS designed a solution with

redundant trunks between these cities with an auto-failover to cover any single points of failure.

Over the years, we decided to consolidate data centers due to the stability of our solutions. ICS has recently helped consolidate the two phone systems into a single VMware environment with VMmotion, High Availability and other VMware redundancy.

They have also gotten us out of old contracts and into new equipment, in a consolidated server environment and with redundancy and failover needed to minimize downtime."

THE FINAL OUTCOME

"We are extremely happy with our phone system solution. It works flawlessly and is easy to manage and for our users to learn. They've solved our problems and have been able to reduce costs overall.

ICS has been our provider during three different acquisitions and has helped us through technology changes ranging from migrating from digital to IP and moving off of a cloud service to a semi-private cloud solution for all of our VoIP needs.

ICS had been handling Darr Equipment Co.'s communications and IT needs for eight years before the acquisition with Adobe. We've had a long business history with ICS, and we keep going back to them because they provide us with precisely the solutions that we need to run our business. They always look out for our best interests. Personal service is what sets them apart from other providers.

They always recommend new solutions and better ways to do things that surprise us. It's not that they want to sell us something new. It's often that something new is just better than what we have and many times we actually save money upgrading.

I often tell other people about ICS. More people should use them to relieve their phone system and IT-related headaches."

CONTACT DETAILS

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