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Enterprise
Management of
Telecommunications
Platform for J.B.
Poindexter & Co., Inc.

CASE STUDY - J.B. POINDEXTER & CO., INC.



Headquartered in Houston, Texas, J.B. Poindexter & Co., Inc. is a diversified manufacturing company with 1,500 team members in over 35 facilities from Oregon to Florida. They've been in business since 1983. They began as a private equity investment firm and then evolved into the billion dollar company they are today. Their main focus lies in the transportation related manufacturing sector.

Jason Williams of J.B. Poindexter & Co., Inc. was interviewed recently and he provides much of the information below.

THE FACTS OF THIS CASE

A few years back, Poindexter reached out to ICS for help with their phone system. Since J.B. Poindexter is spread out both geographically and in terms of their business ventures, they were struggling with call quality issues. They were using various phone systems in different locations, some of which were working okay and some were not. They had no overall phone management system, making it difficult to know who to contact in case there were problems.

At each business location, the employees there were responsible for their phone system and some were doing well while others were experiencing a wide range of communication problems. The upper management at Poindexter recognized the importance of having a professional phone system that always delivered good call quality. In addition, they were looking for a company that could take full ownership of all phone system maintenance and support.

They found ICS, a Texas based company that specializes in professional voice and data technology. ICS has been in business since 1981 and offers a suite of managed IT services including IT support and telecommunications. With offices in Austin, Houston and San Antonio,, ICS understands the needs of large and small business owners and are well positioned to respond quickly to meet the needs of their customers.

After a thorough assessment, ICS put together a cohesive plan to unify all voice communications for J.B. Poindexter. They accomplished this by stabilizing both local and wide area voice communications and management with a plan to migrate all telecommunications to the cloud. This helped to reduce their footprint and lower their overall costs.

WHAT TECHNOLOGIES WERE USED IN POINDEXTER'S SOLUTION?

Poindexter had been working with other cloud providers. They were using Office 365 and WebEx for video conferencing so it was important for them to make sure that all these programs and platforms would work together seamlessly. Often, when businesses introduce different technologies there may be conflicts between hardware and software, but Poindexter did not experience any such issues.

CONTACT DETAILS

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The specific technologies that ICS used for this client were:

- ICS TotalCloud VoIP Solution
- ICS TotalCloud Contact Center Solution
 - Both Powered by Mitel UCC Solutions

ICS also helped with their premise-based systems, as well as managing all on-premise platforms.

When asked why Poindexter works with ICS, Jason Williams quickly responded, *"They're easy to work with. They've been good partners for us. We would recommend ICS to other companies and we have done that in the past."*

He also stated that Poindexter no longer has a telecom specialist on staff so they needed someone to handle all the telecom services for their organization. They have expanded the role of ICS to do the day-to-day management of the phone service. This has freed them up to work with clients all over the country without having to stress over their telecom infrastructure.

Jason Williams of J.B. Poindexter comments, *"We've always had good success with all of our projects. We don't have to worry about our telecommunications equipment. It just works the way it should. Billing is easy too."*

NATIONWIDE COVERAGE

ICS manages everything on a nationwide scale as well, so the various offices across the nation don't have to call a different provider for each city. They just make one call and ICS handles the issue right away including SIP carrier, phone and network issues.

Recently, they had an issue where they had to engage a cost management group. Morgan Group was having issues with their long distance service. ICS was able to step in and work out the problems very quickly. They partner with other telecom providers to help resolve problems so things work smoothly.

Jason commented that Poindexter often moves into a city to set up a call center. With ICS handling the phone system, they can get a call center set up and running very quickly. Every time they get ready to ramp up a project, they know that ICS will take care of helping them get the call center up and running right away. This is a real time and money saver for businesses who depend on communications to get their work done each day.

ICS IS GROWING!

ICS's pattern of steady growth reflects their commitment to keeping pace with the constantly evolving telecommunications technology arena, and the dramatic expansion of the South Texas business market. Their engineers provide phone system support, maintenance and consultation for clients. This gives companies the freedom to work on growing their business and getting new clients.

