



Solving Your Telecom Headaches with Telapprise

Jensen Precast is a designer and manufacturer of precast concrete products, both standard and custom. Jensen Precast creates products to meet large-scale infrastructure needs in a variety of industries, including utilities, highway construction, telecommunications, water, on-site wastewater, sewage applications, and more.

Many small and midsize companies can't afford to field a large IT staff, yet their IT and telecom needs are just as robust as larger enterprises. Companies can fill this gap by outsourcing some of their IT and telecom services to managed service providers, allowing internal IT staff to concentrate on core business operations. Good managed service providers are experts in their particular area of specialty and can help tailor solutions to a company's unique needs.

Name:

Jensen Precast

Industry:

Building Materials

Location:

Sparks, Nevada

Issues:

Jensen Precast had separate phone systems at each of their 13 locations, as well as a slow, outdated data network. They needed a centralized phone system for all of their internal and external communications needs, as well as a number of other telecom solutions.

Results:

Telapprise was selected to provide top-notch telecom services to Jensen Precast's 13 offices.

Multiple Problems, One Solution

When Brett Patterson came on board as Director of IT for Jensen Precast, he had multiple problems to solve -- but one really stuck out.

"Everybody at each location was running their own phone system, and their own long distance," said Brett. "Everything was completely decentralized. All the IT staff is located centrally at our corporate headquarters in Sparks. So anytime something would go wrong, branches would call the phone provider on their own, and we wouldn't know there was anything up."

"We never knew who had what kind of phone service, or how to get new phone numbers for new employees at each location. Plus, everybody had their own long distance carriers so we had no idea what kind of rates we were paying. It caused big time inefficiencies internally."

In addition, Brett also knew that Jensen needed an upgraded data network and other IT updates. It was important that Jensen partner with a managed service provider who could work with Jensen on a number of different issues.

"We have a small IT staff, and the more that I can get external help who really knows their stuff, the better off I am, in terms of being able to provide support and get answers quick," says Brett

Telapprise Saves the Day

Jensen's CMO brought Telapprise to Brett's attention to look at a unified communications solution for Jensen, but Brett knew they needed to solve their existing telecom issues before adding new variables to the mix.

Jensen Precast chose to go with Telapprise as their provider because according to Brett, "They were very engaged, right from the get-go. They asked a lot of questions, and pointed us in directions that we really hadn't even considered."

One of the first orders of business was cleaning up the phone mess, and Telapprise stepped up.

"We consolidated all of our corporate long-distance into a single provider so we know all of our long-distance is the same bill," said Brett. "Our staff is very happy that now that when there's a billing or long-distance issue, they just send an email to Telapprise and that gets handled."

According to Brett, while Telapprise has been an invaluable partner for the two years they've worked with Jensen Precast, Telapprise has been most valuable in the process of contract management.

"They really helped through the process of negotiating new contracts for our Internet and MPLS networks. Now they're helping to look at next steps, to determine if we want to go with an on-premise VoIP solution or a hosted solution."

The process of working with Telapprise has been extremely smooth, said Brett.

"We've had a couple of acquisitions, and we've had to convert their telephone service, assume responsibility for their telephone service. I just send the request to Telapprise and they send me the form I need to fill out, and I send it back to them and they take care of the rest of it. And before you know it we've got the new stuff on new bills and we're good to go."

"I appreciate Telapprise's responsiveness and how thorough they are," said Brett. "If I have a question regarding anything related to my phones or networks I can fire off an email or make a phone call, and if I don't get them immediately, within a few hours they're getting back to me with the right information."

Telapprise is committed to helping each of its clients find the best solutions for their telecom needs.

Telapprise provides a full-range of telecom services for clients, including:

- Asset & Contract Management
- Carrier Services
- Change & Crisis Management(MACD)
- Cloud Communications
- Hosted PBX
- Mobile Device Management
- Mobility
- Multiprotocol Label Switching (MPLS)
- SIP Trunking
- Telecom Audits
- Telecom Expense Management (TEM)
- Unified Communications