

QUICK FACTS



Solution Focus: Voice



Employees: 150-200



Locations: 13+ in WI



Primary Solutions:
Mitel Voice Services,
Managed Services



It has been really nice to have a phone plan that doesn't cause headaches for our team on a daily basis. The switch to Mitel Voice services, installed and maintained by ITP, has resulted in better use of my time, and happier staff around the state of Wisconsin.



Shelley Gerritts

Executive Director of Finance & IT
Midwestern Wheels

CHALLENGE

Midwestern Wheels (MWW) provides rental car services at over a dozen locations in Wisconsin. Prior to a shift to Mitel Voice Services, MWW was battling physical failures – phones not operating, systems not working – and logistical errors – more than a dozen individual phone contracts around the state. Not only were there countless failures in the central office system, but the regional locations were also failing, with each location requiring a different point of contact for service. Additionally, the external locations weren't using "internal dialing" to communicate with the main office. This resulted in a loss in customer confidence, employee productivity, and a misuse of IT Director time. Overall, the system was failing, and MWW required an upgrade.

"Our communications infrastructure was failing rapidly and was limiting productivity. We were searching eBay and other sites for spare parts and temporary fixes. We reached out to ITP for advice, and their recommendation was straightforward, Mitel."

SOLUTION

MWW's trusting relationship with ITP as a managed service provider helped them deploy the new phone system successfully and both within budget and the expected timeline. The new Mitel system offers a number of positive features that were an upgrade over the previous systems. First, everything was wrapped up into one contract. Rather than the dozen contracts with local providers, MWW now had a single bill, a single point of contact, and a single directory of all their staff, regardless of location. This allowed for easy internal dialing, saving staff time and saving MWW money. For external calls, MWW now has unlimited dialing – again, a huge cost savings. And, everything syncs with Microsoft Office 365 on the cloud, simplifying many aspects of the infrastructure management.

"The ITP team helped us navigate our phone system upgrade and consolidate our hardware and many service contracts. Their team are experienced technology translators, assisting us in making informed choices. From start to finish, our phone migration was well planned and executed."

SUCCESS

MWW's success or failure on this project is fairly straightforward. Do their phones work now? Absolutely. When issues arise, they're handled swiftly and at no cost to the MWW team, (servicing phones is free in this contract!). Voicemail to email, internal directory, consolidated billing and service support, and all cloud based – the Mitel solution has been a tremendous success. Over 85 people are now covered on the system, under a single bill. With Mitel, we aren't just talking about increasing efficiency, we're doing it.

"The migration to Mitel has allowed me to step away from daily IT challenges. As a Director of two departments, my time and attention is always split. This project has alleviated my time previously spent looking for replacement parts. My staff loves the simplicity and versatility of the new phone systems. Working with ITP has saved me countless hours and I'm looking forward to our next project with them."