



"We visited the offices of CWPS and were impressed with the resources we found – a 24 hour help desk, accessible engineers, managers, and executives, a well-stocked warehouse, and a long history of service. Adding it up, selecting CWPS as our new technology partner was an easy decision."

Doug Shobe, Information Systems Director



Customer Experience

Miller & Long

A SOLID FOUNDATION. Established in 1947, Miller & Long has built \$5 billion worth of commercial and residential structures, earning an enviable reputation. The company is now recognized as the number one concrete construction company in the United States and ranks 13 among the top 600 specialty contractors nationwide. With these accolades, it's no wonder the company is growing fast.

RETOOLING VOICE. To support its expansion, the company took advantage of a fiber run that connected its main building with more office space across the street. After a rigorous procurement, the IT team determined that the time was right to move to an IP phone system rather than upgrade their old PBX. As part of its evaluation of several vendors, Miller & Long's team visited CWPS. They were impressed, especially with the test and diagnostics area, which provides the ability to duplicate a customer's exact configuration and test it in a full lab environment prior to deployment. And when other Miller & Long employees were invited to participate in selecting new IP phones, the recommendations of CWPS came out on top. The company pursued the logical course... and selected CWPS as their full service technology partner.

SET IN CONCRETE. CWPS designed and installed the IP Phone system with "plug-and-play" phones, which will serve Miller & Long well when it needs to move to a new bigger building. Security and reliability requirements were met by confining IP voice traffic to its own VLAN. The entire implementation, including the training conducted by CWPS, went flawlessly, further cementing the relationship between the two firms.

BUILDING THE FUTURE. Not only do Miller & Long's new phones plug into any data wall port, but they are powered over the same network cabling used for data. Voice mails now go into the same inbox as email, and can be forwarded to colleagues – a very popular capability everyone in the company enjoys. The IT team has more control than ever with web based management, and a five year agreement with CWPS for around-the-clock support assures peace of mind. As Miller & Long continues to grow, their new IP Phone system is poised to keep up.



HIGHLIGHTS

CUSTOMER

Construction
Specialty Contracting

SOLUTIONS

IP phone system
150 IP phones
Power over Ethernet
Unified Messaging
Remote voice mail access
Web-based management
5-year help desk support

KEY BENEFITS

Secure communication
Ease of use
Simpler administration
Improved productivity
Room for growth
Peace of mind

Connect With Us!

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For over 25 years Connected WorkPlace Solutions has provided innovative voice and data networking solutions to the public and private sector through our network of industry leading partners. Over 4,000 customers trust and depend on us.