

American Civil Constructors



The Customer

American Civil Constructors (ACC) is one of the nation's premier construction and maintenance companies. Its comprehensive services span multiple market segments including the Civil, Marine and Landscape industries. It is a preeminent provider of road rehabilitation and paving services, freeway seismic retrofitting, bridge construction and repair, reservoir and culvert construction, sports field and golf course construction as well as commercial landscape construction and landscape management services. The firm works for a geographically diverse client base through operation hubs in Denver, Seattle, Dallas and the San Francisco Bay Area. Combining decades of experience with a singular passion for outstanding work, ACC brings an impressive track record of consistently delivering successful projects from Ketchikan, Alaska to New Orleans, Louisiana.

The Challenge

American Civil Constructors was concerned about the stability and complexity of its aging telecommunications system, which was comprised of multiple products from Mitel, Toshiba and others. As the company grew to tap new business opportunities it ran into several areas of concern:

- The growing burden and complexity of operating and maintaining disparate phone systems
- The challenge of managing effective communications between multiple regional offices and field operations
- The unacceptable time and resources required to install or move phone extensions

"As a company with multiple regional offices and field operations, it is extremely important to make sure that our teams can coordinate closely to address our clients' needs," said Rick Brooke, Manager of IT/Operations at American Civil Constructors. "With several, disparate phone systems cobbled together from multiple vendors, maintenance was expensive and subject to the vendors' schedules. We sought out a single, elegant system that could pull all our communications control in-house with the added benefit of productivity enhancing tools like Presence and Instant Message, fax to the desktop, and other Unified Communications tools."

The company evaluated multiple alternatives and decided that the best path forward would be to adopt a VoIP system to provide Unified Communications, more flexible services and lay the foundation for future services that could benefit the company.

"We explored a number of possible solutions, including solutions from Cisco, ShoreTel and Avaya," said Rick. "But they were either too costly, too cumbersome, or too complex to meet our needs. I down-selected to just two possibilities – Zultys and ShoreTel, and called for a shooting match between them. I asked each vendor to drop off what was needed to configure a single phone line and one phone, fresh out of the box, with no configuration changes. In addition to the box, the ShoreTel solution needed a WinTel server, and did not have fax to desktop nor chat functionality. Zultys required no extra components. Additionally, the Zultys solution had a greater depth of call handling, which was all user controlled through a simple GUI. The Zultys solution was much easier to install and had all the features I needed, and more – and the cost was less."

Profile

- Headquarters and seven local and regional offices
- Nationwide operations and clients
- Requires connectivity across the organization, including to remote areas and construction sites
- Hundreds of users

"We've definitely seen significant productivity gains after installing Zultys' solution. Presence, Instant Message, call routing and call forwarding have saved time, eased our workload, and allowed us to respond quickly to our clients' needs. I'd recommend Zultys to anyone."

Rick Brooke, IT Manager, ACC

The Solution

American Civil Constructors worked with its Reseller, Kineticworks, to craft the Zultys solution it needed. They installed six MX250 IP PBXs and two MX25s, along with Zultys phones. They installed an MX250 in their primary HQ office in Lake-wood, CO, which served as a hub for two MX25 PSTN/SIP gateways in Broomfield, CO and Aurora, CO. The company also installed single MX250 IP PBXs in Littleton, CO; Irving, TX; Seattle, WA; Martinez, CA; and Benicia, CA.

The company secured licenses for MXIE™ (the Zultys Unified Communications Client), fax, Call Record and other features. American Civil Constructors also migrated much of its incoming/outgoing fax services to its Zultys IP PBXs. The MX250s were grouped together into an MXgroup configuration, providing complete company-wide Unified Communications including extension dialing, Presence and Chat services.

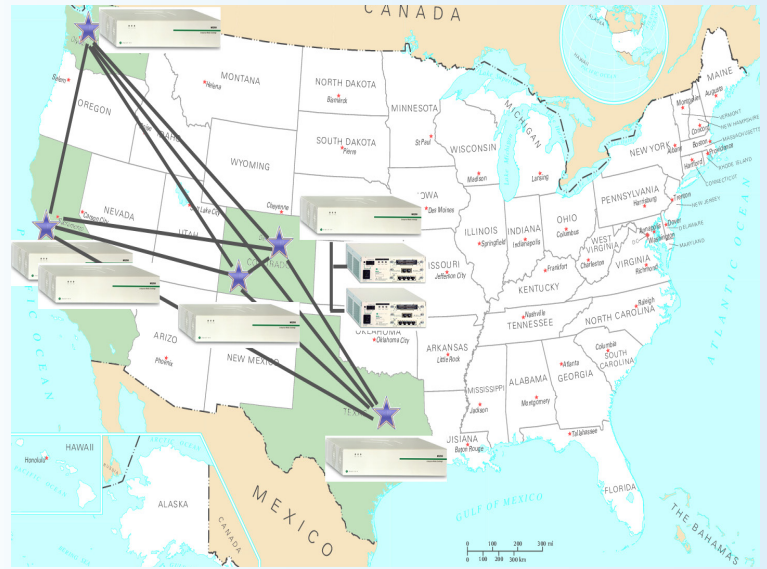
"We immediately found ways to tap Zultys' system capabilities to increase productivity and reduce operations costs. For example," continued Mr. Brooke, "we migrated most of our fax origination/termination over to the Zultys Unified Communications solution. As a general contractor, many of our subs would be working diligently on their bids until they were due. Many of them would attempt to fax the bids minutes before the deadline. Previously, we had a single fax machine, or possibly two, servicing these multi-page bids. Subcontractors would be greeted with busy signals. Once we installed the Zultys solution we sent these incoming electronic fax files into an ACD group for action, and the project managers could quickly act on them and archive them right into the project folder for each client. So this capability, built right into the MX250, saved ACC and our subcontractors a lot of time and made it easier to track and respond to bids for our clients."

American Civil Constructors also found that the MXIE Unified Communications client was heavily used by employees to allow multi-tasking and troubleshooting to resolve issues.

"Before MXIE, things were often a game of voicemail tag. The ability to contact someone at their desk by using presence was very helpful."

"With all of its great features, coupled with the features slated for the near future, I believe the Zultys solution wins against any competitor, hands down."

Rick Brooke, IT Manager, ACC



Regional offices were connected together in a seamless Unified Communications system by using MXgroup to connect American Civil Constructors' eight offices in a peer-to-peer architecture that provided service and survivability.

The Impact

The Zultys system allowed American Civil Constructors to easily migrate from multiple, obsolete phone systems and upgrade to a single, cost-effective VoIP system that provided seamless Unified Communications across multiple offices and regions. It was also able to significantly reduce the time and resources needed to deploy new users, or move users to a new office, and cut its fax costs.

American Civil Constructors has come to rely heavily on Zultys' MXIE Unified Communications client for intra-office communications through Presence and Instant Messaging, integrated email, voice messaging and easy call-handling. A key concern of the company has also been more than met through the Visual Voicemail feature of MXIE which lets sales and operating staff quickly locate and act on time-sensitive messages, and forward voice mails to others with a simple drag-and-drop action.

"I can honestly say that at least one of the regional systems paid for itself with a single call," said Rick Brooke. "We had a client contact us on a Friday and request that we deliver equipment on site, ready to go for an early start on Monday. When we got on-site the client wasn't ready and claimed he'd never made the request. But we were able to pull his message out of the MXIE Visual Voicemail system, drop it into an email, and send it back, proving the request had been made. The client paid for the mobilization fee. So that unit, in one call, more than paid for itself!"