



Swedlows Distributors Receives Complete Network and Telephony Upgrade

One Stop Telecom has made a dramatic difference in the day-to-day operations for Swedlows Distributors Inc. Swedlows is a family-owned office furniture supply company that specializes in customizing office furniture, warehouse clean rooms, and accessories. Their clientele has included both local SMB's as well as Fortune 500 companies.



The Challenge

Just before Swedlows partnered with One Stop Telecom, their existing on-premise phone system had been having problems. A card in the PBX had burnt out, the voicemail system was no longer working, and they did not have anyone to service the PBX for some time. In addition, their aging network hardware was limiting their internet bandwidth to 100 mbps, although they were paying their internet carrier for twice that speed. Lastly, they were having frequent service outages with their internet service provider causing frustration and downtime, resulting in loss of revenue.



The Solution

One Stop Telecom took the time to do a complete network analysis of their existing hardware infrastructure. In doing so, it was found that the firewall, as well as several network switches, needed to be replaced for Swedlows to get the full benefit from their internet service provider. They were also notified of the need to replace their existing network cabling, which was outdated and limiting their network speeds. We arranged an internet infrastructure upgrade with a new internet service provider to install fiber optic internet, making the service stable and much faster. The on-premise PBX was completely replaced with our Voice over IP solution which now gives Swedlows the ability to easily transfer calls, add custom hold music, get voicemail-to-email, and use electronic fax options.

SWEDLOWS
DISTRIBUTORS INC



We are very appreciative to the One Stop Telecom team for the new phone and internet system that was installed. The timing was critical since the internet from our previous internet provider was having persistent interruptions in service and our phone system was out-of-date. Now, we can operate at a higher level, with less frustration. Thanks again!

~ Mark Swedlow, CEO, Swedlows Distributors

RESULTS

The increased bandwidth and reliable internet service has significantly improved the day-to-day operations for the office staff. Now, they can identify incoming calls with caller ID and have the ability to transfer to external numbers, such as their sales specialists, when needed. Their employees are more productive and less frustrated allowing them to focus on their customers for better service.