



CASE STUDY

Better Control, Visibility and Reliability Help ECC Staff Raise Productivity

OVERVIEW

Engined Components Company, or ECC, is a privately-owned fastener supplier and distributor of standard and per print specialty fasteners. ECC also distributes a multitude of other components that are utilized by original equipment manufacturers worldwide. Founded in 1983, ECC has continually grown in the areas of technology, market share and acquisition. ECC's highly-trained and tenured sales staff offers an unparalleled level of technical knowledge, service and personality.

CHALLENGE

Since 2010, RAM Communications has had the good fortune of providing and maintaining all of ECC's telecom services. Recently, ECC's management team was looking for help in several key areas. One priority involved phones. ECC management wanted to replace the aging phone infrastructure with a more agile and cost-effective phone system.

ECC's current system had served the company well. However, it was clear ECC was ready to embrace a hosted system with unified tools. Simply put, the new system needed to integrate desk phone, computer and smart phones together under one communications platform. As always, RAM spent considerable time and effort researching suitable solutions. The research included technology, regulatory and price analysis. Demos were conducted with a number of potential solutions. In the end, it became clear to RAM and ECC that Nextiva's hosted system was the appropriate solution. Nextiva's offering held all the key ingredients - usable features, affordability and a simple user interface for system management.

SOLUTIONS

In the long run, Engineered Components will also realize increased reliability benefits. Nextiva's phone systems are all backed up daily. Further, our client's systems are available in data centers around the country. In the event of a power outage on site or in one data center, ECC still has access to its communications via redundant connections. As long as the end user has internet access, ECC's system is available for its users, clients and vendors. Peace of mind, after all, may be the greatest benefit RAM can deliver to any client.

Overall benefits:

- 25% savings on updated service plans vs. old phone carriers
- new tools help staffers communicate in more impactful ways (video, chat, unified email)
- monthly invoice reviews to ensure accurate billing and credits
- online system access saves time resolving support issues and programming updates
- updated phone system provide the best of old technologies with new-world reliability

RESULTS



Engineered Components Company's Unified Communications System

“What RAM has done for ECC (other than save us money) is make us more efficient. RAM helps us keep up with technology which is always changing. They come in and work with ECC and see how we do things and build services that will benefit us. It's also nice to know we can make one call if we have issues with anything. Partnering with RAM was one of best decisions Engineered Components Company has made!”

Engineered Components Company



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