



## Helping a Supply Company Realize a Better Voice Network with 70% Savings in the Process

### About the Client

Multiple Concrete Accessories has grown and changed and adapted in challenging times. MCA had to be able to change when the residential housing market declined in 2008. With that change MCA was re-born and now is one of the largest distributors in the Midwest for self leveling products. MCA has added patching materials, sealants, waterproofing materials, and form rentals to round out its product line. With locations throughout Chicagoland, MCA provides its customers with the ability to take work in a 200 mile radius without the need to switch or find another reliable supplier. With the attitude that MCA works for its customers, MCA is able to provide services that pin point the true need and direction needed in order to insure that their customers' jobs run without interruption.

### Business Challenge

In 2025, RAM was connected to the folks at MCA through their IT Professional. MCA had several problems they wanted to overcome. First, they needed a vendor who could recommend and install a communications system appropriate for their needs. It was time to replace a system and vendor who were no longer responsive to their needs. MCA's management also needed an experienced consultant to review their service contracts, phase out those services and make the transition to a new voice network as smooth as possible. With four locations and varying infrastructure, RAM's team paid every location a visit for site surveys. This due diligence was necessary in order to plan and select the appropriate services and develop transition plans for each location. Overall, the new system needed to continue providing simple call flows, call transfer, hold and conferencing functions. All locations needed to be able to communicate as if all four sites were in the same building.

### RAM's Solution

RAM recommended Net2phone and its hosted UCaaS platform. Net2phone was chosen for several key reasons. Net2phone provided a strong engineering team, a reliable network and an experienced management staff who emphasized real customer service. The Net2phone platform provided a unified phone platform with 4-digit dialing, mobile and soft phone apps, updated desk phones and an online management portal to oversee the entire phone system. Sarah Longfield and her MCA planning team took the time to work with RAM carefully outlining the necessary design details and functions. The research resulted in a design incorporating traditional functions with new soft phone features that enhanced everyone's productivity.

RAM's team delivered the new system, hands-on installation and several rounds of testing and tweaking to get the desired results for each MCA location. Every location received end user training by RAM staff and additional training and reference tools for the new phones.

Today, Sarah and her team enjoy a reliable system and RAM's local support team is available anytime there's an issue or request. The old services were successfully phased out lowering MCA's fixed costs by over 70%.

## Results

### Overall benefits:

- **70% savings on updated service plans vs. old phone carriers**
- **reliable connectivity between offices and remote users**
- **white-glove design, installation, testing and end user training from one source**
- **periodic invoice reviews to ensure accurate billing and credits**
- **online system access saves time resolving support issues and programming updates**

**“We are grateful for your hard work and how much money you were able to save MCA!”**

**Sarah Longfield,  
Multiple Concrete Accessories**