

## Business Case: Tandet Management Inc.

### About Tandet

The Tandet Group is one of the largest diversified independent distribution companies in Ontario. Founded in 1978, Tandet has grown into an ISO 9002 certified Dedicated Logistics, Rental, Leasing and Fleet Management provider. Tandet is a provider of complete distribution solutions with a head office in Oakville, and locations in Mississauga, Vaughan, Vineland, Cambridge, Sarnia, Peterborough, Kingston, Ottawa, Newmarket, Pickering, and Winnipeg.

### Tandet's Challenge

An aging Meridian system drove Tandet's need for a new telephony solution. Due to the lack of flexibility and the inability to serve many locations on a single platform, Tandet was reluctant to invest in another Key PBX. Corey Cox, IT Director, knew that a hosted solution requires a low capital expenditure (CAPEX), providing an immediate advantage over a premise-based solution. "Why pay more for something that will sit on a desk *next* to the PC when the computer can do it for you?" Corey rationalized.

Keeping in mind Tandet's need to service multiple locations on a consistent platform, Corey began to explore Tandet's options for a hosted communications solution. OneConnect's hosted IP solution was pitted against other options with other providers. "Other hosted solutions, such as Telus, would have required new trunks to be laid and we already had a WAN," said Corey, "That was a key decision factor for me. If I chose an external solution, it had to work everywhere."

### The Solution

After careful review of VoIP technology and how using OneConnect could maximize the data network, Corey "had concerns about bandwidth allocation." OneConnect's Solutions Engineers worked with Tandet to test and certify the IP network for voice traffic. OneConnect can provide private Internet connectivity to ensure security and ample bandwidth. OneConnect Customer networks can be programmed to prioritize voice and guarantee high Quality of Service (QoS) for voice traffic.

Tandet's next steps were to roll out a new phone system across multiple locations and ensure all staff adopted the new system with minimal downtime. Deployment was done on a branch-by-branch, stepped basis.

Tandet ran parallel phone systems (the old PBX system and OneConnect's new hosted IP solution) for a couple of weeks to allow users to play with features and get used to the new phones and softphone applications before cutting over to the new phone system. Another concern was whether or not users would reject it. "It's a culture change," stated Corey, "The conceptual change from a hard phone to a softphone. They [employees] need to be able to get their head around not having a piece of plastic to hold in their hand to talk into." Corey's IT team worked with OneConnect to transition users to the new system. Training was done first for the IT department and then for the entire office. "Training is the key, and the PC software has proven itself to be fun. They love it."

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### The Benefits

Corey points out that, "A PC costs hundreds of dollars each year in hardware and productivity software. Anything we can do to exploit that asset will drive it's ROI up and better leverage our investment."

Some other, unforeseen benefits include the fact that Tandet's thirty-plus mobile users have reduced cell phone usage. "Some of our mobile users are surprised when they plug their phone in at the hotel or at home and it works." Mobility is a key feature of hosted IP communications. Other productivity tools including secure instant messaging, file sharing and call routing are very prominent.

"I love the routing feature. You can see it in plain English, it's so easy to use," said Corey. Features are more apparent to the end user because there are no codes to punch in to use them. "With call routing, we can ring 5 phones at once. I dropped 3 services and saved money while my customers got better service – faster."

Tandet couldn't have launched their call centre as easily without OneConnect's IP Communications. Tandet saved time, training and money with OneConnect and the features on the softphones made it easier to handle calls. Because all branches are on the same system, other branches can support the call centre in the event of a service disruption.

### Disaster Recovery

Tandet has experienced an Internet service outage due to power failure, but customers were unaffected because pre-determined emergency routes had been set up and implemented remotely. "We called an IT support person at home when the power was out. He used a laptop to re-route calls and 2 minutes later we were back up and running," said Corey, "this solution did what no phone system could do for me without a diesel generator in the back." Now, with OneConnect, "the only thing I can be sure will work is the phones, and that's because it's a hosted solution."

Customers have noticed a difference, and Corey attributes this to a few factors. Voice quality has proven to be better than most PSTN (traditional phone network) connections. Some customers have asked "Where are you? You're so clear!" Corey also explained that now "employees can be personally responsible for their caller's experience," and in the office, "people are talking to one another more."

OneConnect Hosted IP Communications "has allowed us to be more competitive and OneConnect helps encourage confidence that we are available 24/7 for our customers."

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**"As an IT person, telephony was thrown in my lap. OneConnect hosted telephony frees up valuable IT resources to do better things, and we still retain control of adding and modifying users – the headaches are not my problem anymore."**

*- Corey Cox, IT Director Tandet Management, Inc.*

Contact OneConnect for a consultation

