

Business Case: Two Men and a Truck

About Two Men and a Truck

Two Men and a Truck is the first and largest local moving franchise system in North America and offer a full range of residential and commercial services. With recent expansion into Canada, Two Men and a Truck has grown to include over 180 locations with over 1,200 trucks on the road.

As the President of Two Men and a Truck Canada, John Prittie is planning for the future of his business and knows that expansion is imminent. He was determined to find a communications solution that would expand and move with the company's growth. So the question arose: How do you plan ahead when buying a phone system?

The Challenge

John knew that traditional, premise-based phone systems require a business to keep track of the number of 'lines' that are connected to the system and the number of users in the business, and balance the two. If the number of active calls at any one time exceeds the number of available lines, customers and employees will experience busy signals and potentially lost calls. Another consideration with in-house equipment is the constant maintenance, upgrading and licensing that a business is responsible for and must dedicate resources to.

Premise-based systems also require special connections between branch offices to ensure consistency and keep various locations connected to the same phone system. Each new office John opens will require its own premise equipment, resulting in an additional expenditure towards a number of phone systems, all at different stages of their life cycles.

**Two Men and a Truck found the answer with
OneConnect's Hosted IP Solution.**

The Solution

OneConnect's hosted solution provides businesses of varying sizes with a phone system that can do everything a premise-based system can do – without the in-house equipment. By definition, a hosted solution ensures Two Men and a Truck will not have to dedicate resources to managing, maintaining or upgrading phone equipment. Hosted IP communications technology allows businesses of all sizes the ability to have enterprise-grade communications with advanced features and improved efficiency. The resources and capital that would have gone into a premise-based system can be re-purposed to drive business and revenue. An additional benefit that John was keenly aware of is the scalability of a hosted IP solution.



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Having a scalable solution will allow Two Men and a Truck to bring future locations online quickly. “We chose this technology because it’s the future,” said John, “we didn’t want to be restricted.” New locations will be connected to existing branches through the existing phone system, ensuring consistency across all locations. Employees will be able to dial colleagues by extension, even if they are in another area code. Long distance charges between branches will be non-existent.

Additional Benefits

The biggest benefit that John and Two Men and a Truck realized is the improved customer service that OneConnect’s hosted solution features provides. “The feature I use the most is the Find-Me/Follow-Me (Call Routing) with my BlackBerry, customers can reach me at any time to get an immediate quote. When customers call other companies and get a machine, they leave a message. When they call us and we answer right away, we get their business.”

Finding a phone system that worked was an operational necessity, but choosing a hosted IP solution was a strategic decision as far as John was concerned. “We see a polarized moving industry in Canada with large, national and international movers competing with small, independent movers. This technology presents us with a tremendous opportunity, right up the middle.”

Would John recommend OneConnect Services to anyone else?

“Absolutely, it’s good technology. We see cost-reduction, it’s user-friendly, we have one number, and we don’t need 4, 5 or 6 lines. It’s less expensive and more feature-rich. I’m looking forward to call transfer between branches – expanding the business will be easy.”

Contact OneConnect for a consultation



TWO MEN AND A TRUCK®
"Movers Who Care®"