Beltmann Case Study

By performing an in-depth audit and analysis we created a bespoke, custom crafted network that met all their financial and performance criteria. With our exceptional team of technicians and 24/7 support, we continue to keep them connected and running so they can focus on what really matters.

A UNIQUE CHALLENGE

As a moving and relocation company, connectedness is at the top of their priority list. When you are traveling cross country, with 15 national locations, up-time is crucial. Still, they had issues with their previous carriers and received very slow support and resolution. Their past experience with telecom providers such as CenturyLink was poor to say the least. They had been over-billed at times, had too many different bills for their different locations, and the customer service was not up to par leading to more frustration. They figured this is just how it is in the telecom world, and so they put up with this for much longer than they needed to. They also had issues getting bidders in that could support their Silver Peak WAN optimization.

Their voice platform was a whole other problem in it of itself too. They signed their voice with Granite when we came in to do their data in 2017, and after the 3-year contract expired, they had still not been fully on-boarded to Granite's voice services. On top of the delay, they paid around $30,000 annually for management services fee.

Between the high costs, poor service, and complicated network configuration and billing, it became too much for them and it was time for a change. That is when we came in and showed them the difference with working directly with many vendors and working with a highly experienced managed services provider like OneNet Global.

The OneNet Solution

We started our bid with an extremely in-depth TEMS analysis looking at every analog line, toll free number, DID, customer service record, call detail record, and over 100 different bills for each of their 15 locations. We showed them exactly what they were paying at each location and plotted out exactly how much we would save them at each location in our analysis. We were also the only bidder designing pricing and able to support their current Silver Peak WAN optimization, so they did not have to switch off of that. We also made some other WAN configuration changes to maximize performance including using SDWAN at their locations.

We also switched them to OneNet's voice platform. In the time other voice providers took to propose a bid, OneNet had designed, priced, signed, and installed their Hybrid Cloud Environment.

"Best Installation I have ever been a part of."
- Jon Smart, CIO

KEY TAKE-AWAYS

1. After a long history of over-paying and not fully understanding their network and its costs, OneNet was a breath of fresh air. We provided them with a very in-depth TEMS analysis that laid out exactly what they were paying and what they would pay with us with savings highlighted. This shed some light on their network and where they were over-paying and allowed them to make the most educated decision.

2. We were able to support their Silver Peak WAN optimization that no one else could, which meant they did not have to make as many network changes and proved to them that we truly can custom craft a network to your needs.

3. Our speed to bid, sign, and install their voice platform was like nothing they had experienced before and was a big relief to what they had experienced in the past.

To this day, we continue to be their preferred tech provider because of our great expertise, and impeccable support. At any point if they have an issue or need to make a change to their network it becomes a top priority for our staff, and we ensure a timely solution for them.