


Case Study: Hardware & Lumber Ltd.

Customer	Ivor Barrett Hardware & Lumber Limited Jamaica Tel: (876) 765-9656	Testimonial  “The Xorcom system implemented by tTech and the call accounting system from Hansen Software have resulted in significant cost savings to H&L while improving communications both within H&L and with its customers.” - Ivor Barrett, Hardware & Lumber Ltd.
Industry	Retail	
Reseller	Edward Alexander tTech Limited (876) 932-3378	
Distributor	10 ZiG Telecom	
Main Challenges	The company’s legacy PBX system was unable to facilitate branch to branch calling and the absence of any controls over outbound calls resulted in high telecommunications costs.	
Solution Provided	Xorcom XR3000 system with CompletePBX, an XR0084 Astribank, 167 Yealink handsets and Hansen Software’s CASH+ Call Accounting software.	

Overview

Hardware & Lumber (H&L) is the leading retailer and wholesaler of building materials, home improvement supplies, household items and agricultural products in Jamaica. H&L has an island-wide branch network in addition to the head office. The company’s legacy PBX system was unable to facilitate branch-to-branch calling and the absence of any controls over outbound calls resulted in high telecommunications costs. Inbound call flow was also limited and was affecting customer service and productivity negatively.

Customer Requirements

H&L required a modern IP PBX system which would help the company to reduce its telecommunications cost while improving customer service and productivity. The new system would be required to provide the following features:

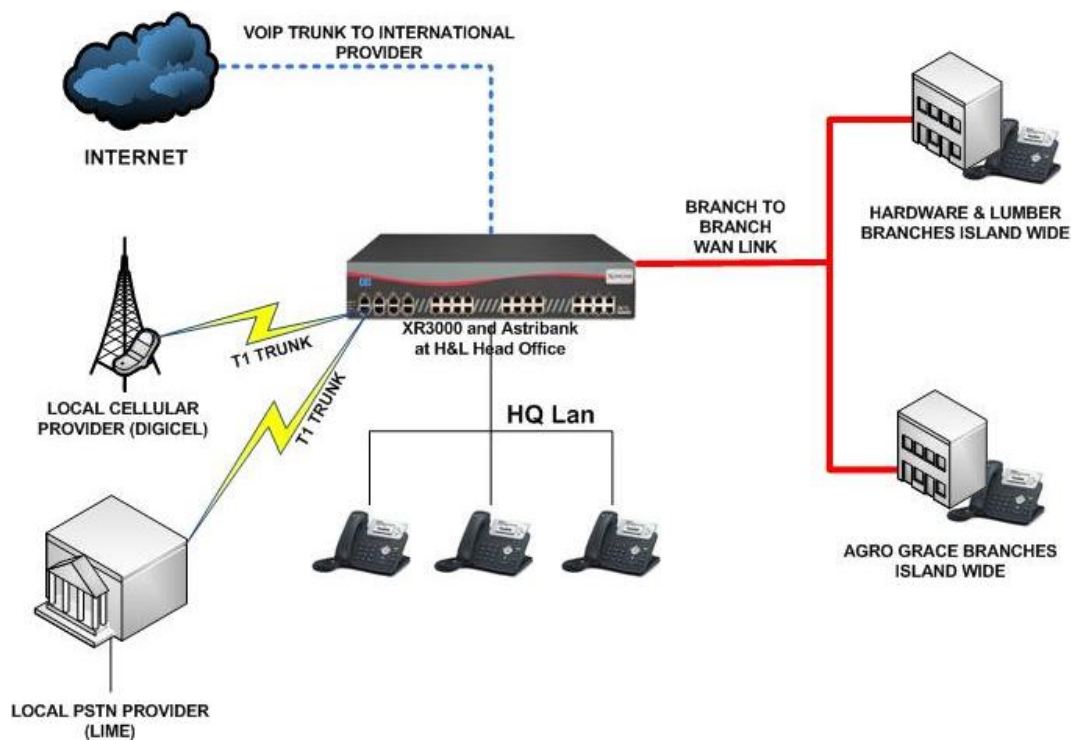
- Multiple IVRs based on time of day and day of week
- Branch-to-branch calling over the existing data network
- Ability to replace analog direct lines with DIDs
- Automated transfers to mobile phones from extensions
- Least cost routing of outbound calls
- Ability to restrict outbound calls for different users based on their roles
- Call accounting
- Integration of voice mail to email
- Ability to use softphones

Proposed Solution

The solution proposed by tTech was a Xorcom XR3000 system with CompletePBX, an XR0084 Astribank, 167 Yealink handsets and Hansen Software's CASH+ Call Accounting software. Zoiper softphones were deployed on Windows computers.

Implementation included upgrading of the company's network to support VoIP, the installation of new PoE switches, and the replacement of several analog lines with new T1 trunks.

Network Diagram



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The H&L assigned project manager worked with the team from tTech to plan and implement the network upgrade, install the Xorcom system and migrate from the legacy PBX. On completion of the installation of the PBX at the head office the Hansen Call Accounting system was implemented to monitor and manage outbound call costs.

Results

The Xorcom system improved communications significantly throughout H&L and at the same time reduced the telecommunications cost. This was achieved primarily by way of the following improvements:

- Centralized management of endpoints
- Control and management of outbound calling
- Improved customer service through ability to transfer calls between locations
- Increased flexibility by being able to configure new features without having to rely on telecom providers

Conclusion

Ivor Barrett, Hardware & Lumber Limited:

“The Xorcom system implemented by tTech and the call accounting system from Hansen Software have resulted in **significant cost savings** to H&L while **improving communications** both within H&L and with its customers.”

“tTech and Hansen Software provided **excellent support**, particularly when compared to the previous providers.”

About Hardware & Lumber

Hardware & Lumber was founded in 1927 with a single location. Today the company has an island-wide branch network comprising 3 distribution centres, 20 retail locations and the head office. H&L is comprised of three divisions:

Rapid True Value – the foremost local retailer of hardware and home improvement products

Agro Grace – the most trusted local wholesaler and retailer of agricultural products, and

H&L Wholesale – one most trusted suppliers of hardware and building materials, servicing the needs of resellers, contractors and developers.

For more information, visit www.hardwareandlumberja.com.



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About tTech



tTech is a leading provider of managed IT services in Jamaica. In addition to supplying and supporting the Xorcom IP PBX systems, tTech also provides a range of complementary IT services to companies in Jamaica including network design and management, server virtualization, infrastructure monitoring, IT security and help desk services. For more information, visit www.ttech.com.jm.

About 10 ZiG Telecom



10 ZiG Telecom is a distributor for Xorcom CompletePBX solutions for the Caribbean region. The CompletePBX solution is based on the Xorcom family of IP-PBX appliances and is a full-featured commercially-supported communications solution that provides an embedded operator panel, enhanced CDR and call center reporting, and a user-friendly GUI (Graphical User Interface) for easy set-up of the most commonly used extension features. In addition, there are no per user license fees for all the core PBX features. For more information, visit: www.complete-pbx.com.

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