



CUTTING COSTS WITH HIGH-TECH CLOUD TELEPHONE SYSTEMS

ACCU-RITE TOOL & MANUFACTURING CO., INC.

Accu-Rite Tool & Manufacturing Co., Inc. is a family owned business that has been providing top quality Computer Numerical Control (CNC) machining and dependable service for the past 24 years. Their commitment to manufacturing the best precision components for the aerospace and commercial industries has been recipe to their success, and what started as a humble shop in 1988 has grown to the 8,500 square foot manufacturing facility Accu-Rite operates today.

CHALLENGES

The initial network suffered from numerous connectivity and clarity issues, including dropped calls, echo, and static sound.

Accu-Rite required telephone equipment that could provide enhanced features, including the ability to easily transfer calls directly on and off-site, with voicemail and message alerts.

Another key requirement was the need for an intercom system to transfer and announce calls between the different site areas.

PRODUCTS AND SERVICES

- Alcatel-Lucent OpenTouch™ Office Cloud
- Alcatel-Lucent IP Touch™ 4038

WHY ALCATEL-LUCENT ENTERPRISE

Accu-Rite selected the Alcatel-Lucent Enterprise solution for it's easy to use and intuitive features, and overall quality of the devices.

After a thorough demonstration and evaluation of the handsets and equipment, Accu-Rite could be sure that the new system would meet their needs.

Location: Connecticut, USA

Vertical: Manufacturing

Number of users: 10

Deal implementation: October 2014

Business Partner: ICON / Telspan

BENEFITS



TECHNICAL

The solution provides Accu-Rite with direct, clear intercom communication throughout their facilities.

The combination of OpenTouch™ and IP Touch™ 4038 provides live voicemail alerts and the ability to transfer calls directly from the main office to off-site mobile phones.



FINANCIAL

Monthly calling costs were immediately reduced by 18% after implementation.



USER EXPERIENCE

Calls can now be routed to the exact desired recipient, reducing customer and employee waiting time.

Customers now experience much higher quality calls, without interference.



“We are very satisfied with the installation of the new lines, as well as the porting of our phone number. We are also pleased with the quality of the phones, and how easy they are to use!”

Julie Polansky, Office Manager, Accu-Rite Tool & Manufacturing Co., Inc.