



VINTAGE PRINTING CASE STUDY

INDUSTRY

Print Production

PROBLEMS

Outdated premise-based phone system
Costly MPLS network

SOLUTIONS

Cloud-based telephone system
SD-WAN

IMPACT

Seamless, uninterrupted phone service
Improved connectivity & security
Cost savings

ABOUT VINTAGE PRINTING

Vintage Printing and Distribution has been providing marketing and print solutions for over 35 years. Vintage aims to help companies streamline processes and reduce costs associated with the distribution of marketing and print materials, document processing, and direct mail. With over 50 employees across Kentucky, reliable phone service is a requirement for smooth company communications.

PROBLEMS

Vintage was using an existing premise-based phone system (aka PBX) for many years without a support and maintenance contract. Knowing their existing system wouldn't support their needs for much longer, Vintage reached out to Virtual Telecomm for help migrating to a cloud phone solution.

In addition to an outdated phone system, Vintage was overpaying for their existing MPLS service and wanted to explore lower cost network options.

Shortly after selecting a cloud phone solution, Vintage began experiencing problems with their automated attendant. A service call uncovered that the main processor had failed and the system could not be rebooted.

SOLUTION

Virtual Telecomm was able to leverage the relationship with the chosen cloud phone solution carrier to have new phones overnighted direct to Vintage's locations. On the day of delivery, Virtual Telecomm employees installed the new cloud phone solution and onboarded Vintage's team to the new system. The new system allowed all phones across three Vintage locations to be put on the same platform and enabled extension-to-extension dialing.

Virtual Telecomm also sourced a lower cost SD-WAN solution to replace the existing MPLS network. The SD-WAN service provides automatic failover, meaning that calls on the cloud phone solution can continue seamlessly should one of the internet connections fail.

IMPACT

By consulting with Virtual Telecomm, Vintage Printing and Distribution reduced their telecom costs, improved their internet connectivity, and simplified employee communications across locations. They now also have peace of mind as they have access to ongoing system support and training at no additional cost through Virtual Telecomm.

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seamlessly
integrated locations

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cloud phone
system provider

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“Virtual Telecomm not only assisted us in moving to a cloud based phone solution, they also went above and beyond to help us through a very precarious situation. Their knowledge of available products and services is topnotch. I know that I can rely on their recommendations for our multi-location phone service needs.”

Kelli Brutscher

Vice President of Systems & Information Technology
Vintage Printing and Distribution



ABOUT VIRTUAL TELECOMM

Since 2004, Virtual Telecomm has supplied forward-thinking solutions and infrastructure to companies seeking value and scalability. As your point of contact for multiple carrier options for phone, internet, and private data services, we save your company time and money by selecting unbiased and perfect-fit solutions based on your unique needs.

To learn more about Virtual Telecomm and our consulting services, visit virtualtelecomm.com.