

Case Study: Flood Industrial Supply

Flood Industrial Supply, located in Warminster, PA recently reached out to AACOM regarding the replacement of their old ESI telephone system. Coincidentally, the ESI system died during a storm the following week. The system was



outdated and parts are rare. Additionally AACOM no longer works on these traditional on-site systems. They are essentially dead in the water! What can they do to get back up and conduct business? See below for a real time-line on how they were back up and running within an hour!

- **Monday Morning** - We received a call that their system was no longer operational. Flood gave AACOM the go ahead for their new Intermedia Unite telephone system. AACOM immediately signed them up with Intermedia and provisioned their system. With all of Flood's employees' mobile apps active, they forwarded their main line to a temporary phone number on their Intermedia account, and began answering all their business calls on the mobile apps.
- **Monday Afternoon** - AACOM ordered their free telephones from Intermedia, and had them overnighted. AACOM remotely continued to provision the system so that once the phones arrived, they would be good to go.
- **Tuesday Afternoon** - Flood advised AACOM that the phones have arrived and that because their mobile apps are working, installing the phones themselves can wait until Wednesday.
- **Wednesday Afternoon** - AACOM arrives on site to install the telephones, train the staff, and begin the process of transferring their numbers permanently over to Intermedia. AACOM even had the time to run wires for their new HD camera system!!
- **Summary** - In about an hour Flood was actively answering business calls on their mobile apps and receiving voicemails to their email address! In about 48 hours they were fully operational with their new Intermedia Unite telephone system!!