

A photograph of an oil pumpjack (jack-o'-lantern) against a clear blue sky at sunset. The pumpjack is a large, yellow-painted metal structure with a long, curved arm that moves up and down. The sun is low on the horizon, casting a warm, golden light on the scene. The pumpjack's shadow is cast on the ground in the foreground.

# WHERE CAN YOU FIND COMMUNICATIONS & IT SERVICES ALONG WITH RELOCATION SUPPORT FOR YOUR BUSINESS IN HOUSTON?

AN OIL & GAS EXPLORATION COMPANY LOOKED TO ICS FOR THEIR



## EXECUTIVE SUMMARY

A privately held and long-term ICS customer in the Oil, Gas, Exploration and Production industry needed assistance with the relocation of their business office.

Their staff have relied on our IT and business phone services for years. However, during the project planning, their local phone and internet provider was not communicating or confirming highly important timelines. This created undue stress for their staff of ten employees who already had so much to contend with during their office relocation.

## OUR STRATEGY

We moved their existing Toshiba CTX100 phone system and reinstalled it in their new office. The project consisted of re-terminating 16 business telephones and a fax line.

Our ICS field technician met the expected due date on time and performed each task within the expected amount of time. Unfortunately, without the local service field tech onsite, it is impossible to test number portability and accuracy. To ensure connectivity, the ICS field technician waited for the customers' phone and internet provider to arrive and establish a connection with the customer's Toshiba system. This way he knew their phone services would be up and running when the staff returned to work.

## THE RESULT

We were able to get their phone system up and running reliably. The staff continues to count on the services we provide.

Their executive team member explains:

*"We purchased a building to expand our offices and relied on ICS to help with the relocation of our phone system. They have always been quick to respond for anything we need."*

*"One of the biggest things to look for when choosing a provider for something as important as communications is how quickly they will come when you have problems. ICS helped us with our move and has always been very attentive to our calls. They are a trusted company, and I would recommend them to other businesses in Houston."*

## CONTACT DETAILS

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## What Happens When Your Phone Carrier or Internet Service Provider Doesn't Communicate as They Should?

This is a common challenge. A local exchange carrier's staff typically doesn't communicate well with their customers during relocations. So, in many cases, you need to rely on your IT provider to take on the task of keeping the carrier in line and accountable for their commitment to you. Communicating expectations in the beginning stages of planning a relocation is key.

When relocating an office, you need the services of an IT provider who has the experience to guide you through all the steps, checklists, and tasks that should be considered for your move – one who can liaison with other vendors to make the process seamless and much easier for you.

## Choose The Right Company For Both Your IT & Communications Needs

With one company handling your IT and communications requirements, you'll know that all of your solutions will integrate correctly.

As the executive team member said above, one of the biggest things to look for when choosing a provider for something as important as communications is how quickly they will come when you have problems. And, with ICS, you can be sure that we'll always be there for you.

We strive to maintain long-term relationships with our clients like we have with this Oil & Gas business. We have clients that have been with us for more than 20 years. We also strive to provide IT and communication solutions that are not only reliable, but affordable.

**When partnering with ICS, you'll benefit from cutting-edge technology and communications solutions that will help you grow your business.**

**Find out for yourself. Contact us! We serve Houston, San Antonio and Austin with best-in-class IT and telecommunications services.**

