



Live IT, Breathe IT, Manage IT
Celebrating 38 Years of Excellence

A Multinational
Firm Turned To
ICS For Their
Communications
& Relocation Needs.

CASE STUDY - TRITEN CORPORATION



Triten Corporation is a private holding company that was founded in 1946 with deep roots in the energy, steel and heavy construction industries. They have offices in Houston and Dallas, and invest in businesses around the world. With 200 employees, Triten relies on their communications solution to develop and invest in new enterprises.

THE CHALLENGE

Triten Corporation needed an experienced IT and Communications Provider to guide them through their relocation process. ICS provided their on-premise Mitel IP PBX System and had relocated their communications once before. Doing this for 200 employees in two locations isn't an easy task, and their internal IT person knew this.

The most common challenge is on the carrier side for local services. The local exchange carrier's staff typically doesn't communicate well with the customer. So, in many cases, we offer to take on the task of keeping the carrier in line and accountable for their commitment to the customer. This can also be a double-edged sword, so communicating expectations in the beginning stages of planning a move like this is key.

Knowing that we had this experience, Triten Corporation's Senior Systems Analyst, Lisa, turned to us (once again) for help with their relocation.

OUR STRATEGY

When a client is relocating their office, we have the experience to guide them through all the steps, checklists, and tasks that should be considered for their move. We also act as a liaison with other vendors to make the process seamless and much easier for the client.

THE RESULT

Both of Triten's new offices are running smoothly. They are extremely happy with our relocation and business phone services. We continue to provide ongoing help-desk support for the day-to-day administration of their Mitel IP PBX System, along with annual software updates. Their staff can consult with us for any of their telecommunications concerns.

Lisa, Triten's Systems Analyst, explains:

"Between 8 and 10 years ago we needed a new IP phone system. The past Director of IT called on ICS for assistance.

CONTACT DETAILS

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We've been so happy with their services that we've been using them ever since.

ICS was instrumental in our two relocations. Three years ago we moved into a newly leased space, and last year into our current locations in Houston and Dallas.

ICS handled everything regarding the relocation of our communications system. They packed up, delivered and set up our phone and voicemail systems, and ensured every one of our 200 employees had the access they required.

I don't know what I would have done without ICS. We couldn't have handled the move without them. I didn't have to worry knowing they would take care of everything. I knew the phones would be working on Monday morning when all of our users arrived on site.

Our business runs smoothly with the ongoing help they provide. As the sole IT person with 200 employees to help, I have to handle so many things. ICS manages our Mitel PBX IP business phones so well that I haven't had to learn all the specifics about the system. They are always available to address any questions or concerns our employees have.

I would recommend ICS to anybody and everybody! I've been totally pleased with their services!"

Do You Need A One-Stop Shop For Your Voice, Data And Video Solutions?

With one provider for your IT and communications needs, you'll know that all of your solutions will integrate correctly. And, with ICS, you'll know that we'll always be there for you.

We strive to maintain long-term relationships with our clients like we have with Triten Corporation. We have clients that have been us for more than 20 years. We also strive to provide solutions that are not only reliable but affordable.

When partnering with ICS, you'll the benefit from cutting-edge technology that will help you streamline your operations so you can grow your business.

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

