

Advanced Building Products

Construction Materials

Challenge:

In 2003 Advanced Building began planning for a move to a new location in Harahan, Louisiana just outside New Orleans. They were faced with the decision of moving their old phone system or upgrading to a new one. They were anxious to find a phone system that could be administered in-house without having to frequently call in outside help for minor phone system changes. At the same time, they wanted to plan for a way to decrease their long distance charges for calls made between their multiple locations.

Solution:

Late in 2003, Advanced Building selected and installed FacetPhone in their New Orleans location. They were already a user of FacetCorp's FacetWin and FacetTerm products; and, they had confidence in FacetCorp's product quality and customer service. Other factors taken into consideration were the ease of administration, call detail recording, multi-location integration, integration with their computer applications, and their ability to "see" all the employees' activity and status through the graphical user interface and presence management. In the summer of 2005, ABP deployed FacetPhone

at the Lafayette and Baton Rouge locations and connected those to the New Orleans office over the Internet using VoIP. With FP, users can now just dial an extension to reach someone in a different location. Not only is the inter-office communication simpler and easier, but they are saving money in long distance charges from their internal communications as well as from outside calls with FacetPhone's least cost routing.

Benefits:

"From a management perspective, we really appreciate the ease-of-use of FacetPhone, and also the ability to completely administer it ourselves rather than needing to call in the phone guy every time we need a small configuration change," said James Johannesen, General Manager of Advanced Building Products. "We have recently installed FacetPhone at our other two locations; and by using FacetPhone for our inter-office calls we expect a savings of about \$1000 per month in long distance charges," continued Johannesen. "In addition to these hard savings, it is now much easier for our employees to contact co-workers at other locations by simply dialing their extension."

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James Johannesen
General Manager
Advanced Building Products



SUMMARY

Corporate Profile:

Advanced Building Products (ABP) is a professional wholesale provider of exterior building products. Advanced Building Products has been serving Louisiana for decades and is dedicated to the values of craftsmanship, quality and service. ABP has three locations in New Orleans, Baton Rouge and Lafayette.

Dilemma:

ABP needed a phone system that could be administered in-house and would eliminate their long distance charges for calls made between their three locations.

Resolution:

FacetPhone was installed at each location using VoIP resulting in lower long distance bills and an easily self-managed system. ABP is receiving other benefits through the FacetPhone call detail records, presence management, computer telephony integration and other features.

FacetPhone System Snapshot:

Locations: 3
Stations: 40
Lines: 28
Call Volume: 1100/day