

## UTDi Streamlines Communications for JRC Logistics, Inc.

### challenge

To improve communication between locations while decreasing overall costs for voice and data services.

### solution

Avaya IP Office and VoiceMail Pro

### value created

Complete integration between the two JRC sites ensures they take full advantage of the Voice-over-IP (VoIP) technology to streamline their call flow.

Centreville, VA – As one of the nation's fastest growing third-party logistics providers, JRC addresses needs as both a shipper and a transportation provider. Since the company's inception in 2001, JRC has become one of the most respected logistics firms in the industry, garnering clients such as Heinz and Nestle Waters.

The company has experienced rapid growth and flourished due to their dedicated personnel, commitment to service, and implementation of cutting-edge technology. JRC recently identified an outage in their communications technology and worked with UTDi to come up with a solution that resolved their issues.

**Background:** Technology integrations and the growing number of mergers and acquisitions over the last ten years have helped to drive the proliferation of disparate locations within corporate environments. As a result, many of these companies are operating separate legacy systems that are pieced together to optimize a system that cannot be streamlined.

JRC Logistics Inc., a trucking company headquartered in Centreville, VA, (Northern Virginia) also operates a branch office in Rolling Meadows, IL (Chicago). The company relied on 800 numbers for all calls coming into their facility and voice integration between the two facilities was non-existent. The average costs per month for voice and data services was \$8,000.

To address the integration problem and explore ways to cut costs, JRC turned to UTDi for a consult. In exploring the communications environment within JRC, UTDi discovered that most of the incoming calls came into their Northern Virginia headquarters on one of two T1/PRI's using 800 number access. If a call needed to be transferred to Chicago, it went back over the same T1/PRI using another 800 number to Chicago.

The biggest problem with this approach was the Chicago office T1/PRI couldn't accept incoming calls and could not be used for long distance calls. Not only was the company very likely missing important calls, customers were given the runaround by way of phone transfers that could have cost the company business.

## IP Office and VoiceMail Pro provide seamless integration

In using a consultative approach, UTDi recommended a two-site Avaya IP Office solution with centralized Voicemail Pro that would connect the two sites with a point-to-point T1 circuit. This circuit was IP-enabled and capable of carrying IP trunks between the two sites. Now, both sites have a uniform 4-digit dial plan and both use centralized Voicemail Pro.

“The challenge in communication between the branches was something that needed to be addressed as it cut into our productivity and our effectiveness in communicating with customers,” said a JRC representative. “UTDi’s approach to identifying key areas of concern and recommending a solution that fit our specific needs has streamlined our communications, saving us money from day one.”



## Dramatic improvements in efficiency, productivity, and customer service

Complete integration between the two JRC sites ensures they take full advantage of the Voice-over-IP (VoIP) technology to streamline their call flow. All incoming calls for Northern Virginia come in through the 800 numbers and can be transferred to Chicago using IP trunks. Site-to-site calls are facilitated across the point-to-point circuit using 4-digit dialing and executives receive calls either at their desk phone or on their cell phone.

“JRC presented us with a challenge to identify weaknesses in their communication strategy and recommend a solution that kept within their budget requirements,” said Lyhn Haller, UTDi President. “By taking a consultative approach, we were able to recommend a solution that addressed obvious weaknesses and hidden challenges in order to develop a new approach to communications that fit their environment, streamlined productivity and improved overall efficiency.”

Overall, UTDi was able to streamline communications for JRC Logistics and provide them with a platform to drive efficiency, productivity and optimal customer service. With total implementation, costs did not increase and once the lease period is over, the company stands to save thousands of dollars per year. This is a true win-win situation.

### About JRC Logistics, Inc.

JRC Logistics, Inc. offers third-party transportation and shipping services in the United States, Canada, and Mexico. The company also offers logistics, truckload, and less than truckload transportation services, as well as van, refrigerated, and flatbed transportation services. In addition, the company provides transportation of goods for various manufacturers. JRC Logistics, Inc. was founded in 2001 and is based in Chantilly, Virginia with an additional office in Chicago, Illinois.

### About UTDi

Unified TelData, Inc. (UTDi) provides Intelligent Solutions for world-class communications to a broad range of customers globally including AVMED, United Way, Blue Coat, Lockheed Martin, U.S. Navy, The U.S. Senate’s 450 locations nationwide, and the City and County of San Francisco. A full-service solutions provider with offices nationwide, UTDi offers its clients intelligently architected solutions as well as deployment, on-site training, technical support, financing options, and maintenance programs. UTDi is a National Avaya Platinum Business Partner, ranking among the top 10 Avaya dealers in the United States.