

Case Study

RoadShark is a Bensenville-based logistics company with 15 employees. The owners had independently purchased a sophisticated phone system, based on their needs, for their new location. The groundwork had been laid for a grand opening. The date when the business would be up and running had been set and announced publicly. The clock was ticking towards the opening day deadline. However, the telecommunications system was only partially operational. Business couldn't commence without a stable phone system.

Time was of the essence. Managers at RoadShark made a critical decision to seek expert assistance to make this system work. It was imperative to contact the right company to do the job. RoadShark executives called Teleprime.

Three days after initial contact with Teleprime, RoadShark was scheduled to begin business. RoadShark management called at 5 PM. Teleprime representatives were on site within 90 minutes and told RoadShark that provided there was an agreement to proceed within 24 hours, Teleprime would make the system operational, according to the owner's requirements, by the deadline. RoadShark made that decision by 10AM the following morning. Teleprime was trusted to make this project right.

Even though the timeline for this installation was short, technical resources and support staff were utilized to the fullest to customize this system for the business. The phone system could support basic operations within 18 hours. The grand opening successfully occurred on time and according to plan.

Teleprime Delivered:

- * A quick response
- * Subject matter expertise
- * Depth of experience to solve a need
- * On time project completion

About RoadShark

RoadShark Logistics offers only the most efficient and steadfast transportation solutions, using advanced equipment and technology to accurately track freight delivery. We will custom-tailor our services to meet your specific working needs. And best of all, we will be your single point of contact!

About Teleprime

In business since 1992, Teleprime delivers best of class turn-key communication solutions for our clients. Our solutions enable our clients to respond at the speed of business, build stronger relationships, and reduce the costs associated with connecting to their customers. With over 20 years of worldwide experience with signaling, interface, VoIP and IP PBX technologies, Teleprime has implemented solutions in over 80 countries worldwide. Teleprime is also a working VoIP and IP PBX research partner with the Illinois Institute of Technology (IIT) in Chicago.

Our products and services include: Voice Services,(PSTN, POTS, SIP trunks and VoIP); Data and Connectivity Services,(DSL, Cable, T1 or higher); Small Business PBX, (Phone systems – Key systems, IP systems or hybrid); LAN infrastructure, (Cat 5e and 6e wiring); (switches, routers, firewall install and provisioning); IP Cameras for Security and Remote Monitoring.

The Quadro series products give our customers the best of both worlds - the reliability of the traditional legacy network and cost efficiency of the IP network.