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Kevin Reynolds
Chief Technology Officer
NC Consulting Inc

Organization:
NC Consulting Inc

Industry:
Material Handling

Size:
22 employees

Location:
Alliance, OH

Founded:
1989

Website:
www.nccconsultinginc.com

Allworx frees engineering company from limitations of antiquated phone system

NC Consulting Inc, founded in 1989, is an engineering company that provides state-of-the-art consulting, design and analytical services, including Mechanical and Structural Engineering, Project Management, Finite Element Analysis and Field Services. In addition to offering an array of consulting services they can also provide complete turnkey solutions when requested.

Whether a job calls for the design of new machinery or the network and modernization of existing equipment, NC Consulting (NCC) can provide all the services to meet the specific requirements. They have earned a well deserved reputation for quality performance and excellence in customer satisfaction while performing analysis and design functions for a large number of clients in a wide variety of industries, including nuclear services, mass transit, aerospace, material handling, specialized cranes, primary metals and packaging systems.

When NCC wanted to expand their number of phones they realized, quite simply, that would be impossible with their previous phone system. “We had a Nortel system and we were reaching its limit because it had modules – we were limited to twenty phones or something like that,” said Kevin Reynolds, Chief Technical Officer at NC Consulting. “We had already reached that limit and needed to put at least five more on and couldn’t do it.”

It was not just the inability to add more lines that was causing problems for NCC – they were also having problems with those they already had. “You would start hearing cross talk,” Reynolds says. “If somebody was on the other line you could actually hear the conversation on another phone as you were talking to somebody else and it was starting to get really bad on a couple of phones.”

Allworx wins out

NCC attempted to solve their telephony issues on their own at first. They purchased some replacement phones off of the internet, but all those provided them with was more frustration. “We ended up saying ‘You know what, let’s just get a new system,’” Reynolds says.

“We looked at Nortel, we looked at Allworx and then AT&T,” Reynolds says. “We looked at the pluses and minuses and cost and trying to integrate it with our server and our network that we already had and Allworx won out.”

The Allworx 24x system at NCC was installed by Steve Knoch and the team at VoIP-2-VoIP, LLC. Thanks to the twenty plus years of experience that VoIP-2-VoIP has in information systems and telecommunications, the installation went off without a hitch. In fact, it went so well that NCC keeps inviting them back each time they want to expand their workplace.

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“When we first started they had one suite and they were moving into the second suite – which was a doctor’s office – so we ran a Category-6 cable over to the doctor’s office, and the wiring in that office was quite a bundle of a mess so we straightened that out and reused most of the wiring there, and that was the first connection that connected the two suites,” Knoch says. “And then this year they picked up a third suite and we did the same thing: ran a Cat-6 over to there and used a portion of the existing wiring in there and ran just a few more lines, which hooked up all of their phones and computers together.”

The Advantages of Allworx

The most important thing about the Allworx system to NCC is that it does not constrict them to a limited number of lines as their previous phone system did. Now they have more than enough phone lines, meaning they no longer have to wait around for free land lines to make phone calls or to specifically schedule their conference calls for times when no one will be using the lines for other purposes. On top of that, the Allworx 24x supports Direct Inward Dialing (DID) which allows them to have 20 different phone numbers so that people can call in and immediately speak to whoever it is they are calling for.

With the Allworx 24x, NCC has gained an abundance of other features that have helped to improve their business as well. One of these is Follow-Me-Anywhere calling. “I’ve been away – I was in Maryland – I’ve been all over the eastern part of the United States and it transfers to my cell phone rather well,” Reynolds says. “And I’ve been able to get calls on weekends. When you try to get a hold of me on my work phone it rings my cell phone – that works real nice.”

“They also have the Auto Attendant feature so when the secretary is away the Auto Attendant picks up,” Knoch adds.

Some of the other features that an Allworx system has allowed NCC to utilize include an overhead paging system and Power over Ethernet (PoE).

Cost savings, connectivity and convenience

The greatest benefit that the Allworx 24x has provided to NC Consulting is the ability to be able to conform their phone system to their business instead of having to conform their business to their phone system. They no longer have to waste their time waiting for a land line to free up so that they can make a phone call. Instead they can conduct business as they please. Additionally, their Allworx system has brought them costs savings, increased connectivity and convenience.

“It saves money – it’s not as expensive as an AT&T land line,” Reynolds says. “We basically have 18 lines right now and if we went through AT&T we’d probably only be able to have 5 or 10 lines for the same price. Plus long distance and all that other stuff – it’s a money savings issue.”

“We’ve got three suites here that are all connected – the phones and computers. It’s nice having it through the network. It’s actually very nice because you don’t have to run extra wires and it’s easy to manage,” Reynolds adds.

“We don’t miss calls, people aren’t put on hold. I guess what you call flow of traffic is easier, it makes it easier for personnel to be in touch with the phone system if they’re out of the office, so it’s convenience and availability,” Reynolds concluded.