

Customer: Grayhound Trash Removal, Inc.

Industry: Waste Management

Location: Upper Marlboro, Maryland **Number of Employees:** 26

Challenge

Challenge Grayhound Trash Removal had a complex communications system that served both the company in Maryland and a sister company in Washington, D.C., plus a remote worker in Tennessee. Analog phone lines were used in all locations, along with a satellite system for incoming Internet items and a dial-up for outgoing Internet communications at the Maryland office. (The company is in a location where high-speed Internet service is not available.) The management team wanted a more modern, streamlined system that offers the benefits of advanced technologies for fast, effective response to their customers' needs.

Results

- **Cost savings:** With the new solution based on Avaya Quick Edition, the total cost of ownership on a monthly basis has been reduced approximately 15%. This was achieved by the elimination of satellite service, toll call expenses, and multiple local lines in the District of Columbia and Maryland, and by the installation of new equipment on an Avaya leasing plan.
- **Maximum uptime:** Both routine changes and emergency response can be provided almost immediately by DVX's service technicians from any remote location. This helps ensure that there are no outages or management issues related to telephone service that will interfere with operations and customer service.
- **Mobility and home office options:** Quick Edition also offers advanced mobility and home office options, which include forwarding to cell phones, wireless functionality, full call control capabilities for remote and home workers, and four-digit dialing. This enables staff at three locations to be in constant contact with each other and with their customers, without the interruptions, multiple numbers, and high toll costs they experienced in the past.
- **Scalability:** Quick Edition provides for growth and expansion up to 40 in-office and remote staff. It also allows for Avaya updates to be automatically downloaded and the integration of third-party equipment as needed so that the business can stay up-to-date with the latest technological innovations.

In addition, Avaya Quick Edition offers a wide range of functions, including sophisticated voicemail capabilities, multi-level automated attendants and call handling features such as parking, paging, and retrieving calls.

- **Productivity and efficiency:** Business owner Marilyn Thorne (who was named Business Woman of the Year in 2005 by the American Business Women's Association) feels that her already successful business has gone to a new level of efficiency and productivity with their new telecommunications solution.

“Our staff is extremely pleased with the new phone system because it is so reliable and easy to use. E-mail, telephone, and faxing are all working extremely well now, and the overall solution really solves the difficulties of working in multiple locations. Most importantly, we have a high level of confidence that there are very few obstacles that could get in the way of our being able to stay in close touch with our customers and respond quickly to their needs. It's a great feeling to know that we are well set up for our current business, and that we can continue to grow and add functions as we may need them in the future.”

– Marilyn Thorne, President, Grayhound Trash Removal

Avaya Solution

- Avaya Quick Edition
- Avaya 4600 Series IP Phones

Technical Notes

In order to supply the benefits of IP telephony to this customer, the Avaya Authorized BusinessPartner, Data Voice eXchange, Inc. (DVX), utilized a first-of-a-kind installation of equipment integrated with Avaya Quick Edition to provide high-speed Internet where it was not previously available. The installation included:

- Lightyear Network Solutions Internet T-1 with Dynamic PRI (provides high-speed direct Internet where not otherwise available)
- Mediatrix PRI Gateway for direct in dial to departments and direct lines
- NETGEAR Power Over Ethernet switch for wireless access to Hitachi wireless phone

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