Secure Transportation Turns to IntelePeer to Quickly Expand Call Capacity During 400% Growth Period

When traditional carriers promised 20-45 days to expand capacity, IntelePeer turned up 200+ SIP trunks and a disaster recovery solution in just four days - without sacrificing quality.

The Challenge

Needed to move off a traditional PRI circuit to a cloud solution that could handle the fast growth they are undergoing.

As a transportation provider for a major healthcare organization, Secure Transportation needs to handle large call volumes with ease. Their two call centers, based on a traditional PRI circuit with 23 channels, were barely keeping up with the company's pace of growth. When a new client's estimate of 100 calls per day turned out to be closer to 2200 calls per day, Secure Transportation needed a new solution, quickly.

Finding themselves in the middle of a 400% growth spurt, Secure Transportation quickly needed a provider who could enhance their existing infrastructure and expand call capacity to new locations. Such tremendous growth also meant they were on a tight timeline.

As they began their search for a new carrier, most offered an extended – and unacceptable – time frame of 20-45 days to provide the 200+ SIP trunks they needed.

The IntelePeer Experience

Flexibility of not needing dedicated private circuits, coupled with quick turn-up, great technical support, and geographically diverse DR were major benefits.

Frustrated by a lack of options from traditional carriers, Secure Transportation turned to trusted partner, Symmetry Associates. With a strong cloud and telephony background, Nancy Schwartz, Co-Founder and Managing Partner of Symmetry, recommended IntelePeer based on prior experience and successful deployments.

"IntelePeer's tech support is awesome. We were looking to add 100-200 SIP trunks and we needed it done quickly. Having comfort with knowing how great the tech staff is at IntelePeer was a big selling point," says Schwartz.

Promising to get them up and running 80% faster than timelines proposed by other carriers, IntelePeer provided the scalability and flexibility Secure Transportation was looking for.

"The real advantage of IntelePeer is that you can layer your service over different carriers. You're not tied to one. When you go with the other guys, you have to use their internet. And they're slow. From initial pricing to getting SIP trunks installed, IntelePeer had us connected in four days," says Secure Transportation's Director of Technology, Sean Kelley.

When capacity issues developed at a second Secure Transportation call center, IntelePeer was able to provide the technical support and services needed to meet demand there, too. Again, they turned up new trunks in four days, an experience that left Secure Transportation pleasantly surprised.

"When you call, you get answered by a person, you talk to that person all the way through, and they provide constant email updates – which is different than any other carrier experience I've had."

INDUSTRY
Healthcare Transportation

COMPANY
Secure Transportation

PRODUCT
SIP Trunking and Disaster Recovery

RESULTS
Up and running with 200+ SIP trunks in 4 days

"Some get you turned up quickly but they have issues, and they don't have the support to get things corrected. IntelePeer's pricing, install, service, and support is the total package. I now feel comfortable every day."

Sean Kelley
Director of Technology, Secure Transportation

Results
Consistency and satisfaction leads to a disaster recovery solution and an eye to the future.

The simplicity of IntelePeer's online portal has made it easy for Secure Transportation to create overflow, and add call paths, IDs, and toll-free numbers on their own. It's proven to be one of their favorite features, giving them the confidence to pursue new business.

"IntelePeer is allowing us to go out and sell to anybody. We have a big client who wants us to accommodate any amount of calls they send us. We now have the ability to please clients and provide enough trunking to do anything they want to do," says Kelley.

IntelePeer's geographically diverse disaster recovery solution has also proven to make life at Secure Transportation a little easier.

"Knowing we have trunks and overflow in place, that we can test in advance, is a huge benefit. It's so great to be able to go back and forth between centers seamlessly. It seems like something other carriers could do, but they don't."

With plans to open a new call center in Florida soon, Kelley says, "I have a high level of confidence. I know we'll be ready to expand with the support of IntelePeer's expertise and services."

IntelePeer: Communications You Can Build On

IntelePeer voice and contact center services include an unmatched set of capabilities that truly deliver on-demand communications with the scale of the cloud.

- Flexible pay-as-you-go services and bundled solutions to meet your specific needs
- Complete suite of enterprise communications capabilities including local/national/international calling and contact center software (IVR, VPD, ACD, cloud routing and agent scripting)
- Rapid SIP trunk activation – get connected faster to start saving sooner
- Proactive network monitoring to ensure the quality of all your communications are optimal and secure
- Qualified SIP Trunking services for all major unified communications eco-systems
- Access to our self-service portals for easy service management and reporting

**Get Started with IntelePeer
SIP Trunking Today**

To see how IntelePeer can help you get more from your unified communications investment, call 1.877.336.9171 or visit us at www.intelepeer.com/contactus

IntelePeer
The Cloud Communications Company

www.intelepeer.com

Corporate Headquarters
177 Bovet Suite 400
San Mateo, CA 94402
T: 650.525.9200
F: 650.287.2628

Based in San Mateo, California, IntelePeer is a cloud communications provider delivering high-quality voice, messaging and contact center solutions for businesses and contact centers. Through our Atmosphere® platform we give customers the ability to build, control, integrate and consume communications however they wish. Our platform is not just used by our direct customers but also by partners such as Microsoft and Cisco to deliver unified communications solutions to their customers. The Atmosphere platform offers access to APIs and functions such as IP voice services, IVR, Virtual Automated Call Distributor (VACD), Virtual Predictive Dialer (VPD), Cloud Routing, and SMS/Email applications. Our customers include many Fortune 1000 companies as well as medium size businesses across the United States. For more information, visit: www.intelepeer.com and follow us on Twitter (www.twitter.com/intelepeer).