



## Southwest Construction Services switches to Webex Teams powered by IntelPeer for instant service activation and a better customer experience

Southwest Construction Services has maintained its vision of doing things differently and a whole lot better since its inception over 20 years ago. Along with being a one-stop shop for waterproofing, concrete services, and diamond polishing, the company prides itself on its commitment to service.

### The Challenge

Having a reliable phone system is a key component to maintaining Southwest Construction Services' promise of delivering safe, quality, and on-time installations for its customers. When the company was frequently running into audio issues followed by a two-day outage with their existing carrier, Jamie Richards, Systems Administrator at Southwest Construction Services, knew it was time to find a better solution— as quickly as possible.

### The IntelPeer Experience

Realizing that traditional carriers would not be able to accommodate immediate service activation, Southwest Construction Services began to look into other options. They turned to technology partner GDT for guidance on choosing not only the right communications system but also a provider that would deliver a level of customer support that was lacking with their existing carrier.

Webex Teams powered by IntelPeer's Atmosphere® Voice Services was the answer they had been looking for due to the scalability and instant provisioning capabilities. The expertise, fast deployments, and attentive customer service that IntelPeer offers were added bonuses. Within one week, Southwest Construction Services was up and running with reliable phone service.

"After weeks of frustration, it was like a huge weight was lifted off of my shoulders," said Richards. "Everyone at IntelPeer is phenomenal and made it so easy to transition our service."

The company is looking forward to expanding service as business needs grow thanks to the ease of on-demand and scalability provided by Atmosphere® Cloud Communications with Webex Teams.



### Company Profile

Southwest Construction Services is the Texas-based leader in sawing, concrete, and waterproofing services. Since its founding in 1993, the company has expanded into new services and now works in more than 20 states.

### IntelPeer Solution

Atmosphere® Cloud Communications with Webex Teams

### Results

Service completely turned up in one week without any disruptions to business operations.

**"IntelPeer gave us something that no one else, even other cloud providers, could: immediate service and the support to get the job done right."**

- Jamie Richards, System Administrator