THE **Burns** GROUP
ENGINEERING AND CONSTRUCTION

In today's business landscape of distributed regional offices and growing mobile users, businesses are seeking emerging technologies such as VoIP and SIP to improve their communications and collaboration capabilities and to reduce expenses. The Burns Group is no exception to this.

Bill Coffield
IT Manager
The Burns Group

The Burns Group (www.burns-group.com) is a leading engineering and construction management firm, headquartered in Philadelphia, PA, that provides clients with technical assistance in the design and construction of major facilities and infrastructure construction projects.

Over the past 50 years, Burns has received numerous industry accolades with high-profile projects, including automated people movers, wind turbine manufacturing facilities and streetcar systems. Its clients include some of the most prestigious names such as major metropolitan airport authorities and state transportation boards.

Challenges

With eight locations from coast to coast, its project managers, engineers, designers and drafters and construction managers needed a way to quickly communicate and collaborate. With its hosted solution, Burns was tasked with a lengthy administrative process each time it needed to change or correct anything having to do with its communication system. The process for opening a ticket, reporting the change and never knowing when the ticket was closed made it necessary for its busy team to take valuable customer time to perform administrative duties.

Due to the nature of its business, Burns personnel also find it necessary to communicate often between its nationwide staff. Calling between offices, especially from PA to its CA office was considered a long distance call and was very expensive. The need to bring in multiple people within the organization at a moment's notice was also difficult and expensive. In order to coordinate a conference call with staff and clients, the Burns team needed to contact an outside service – a time consuming and expensive endeavor.

The Challenges
- Deploy new functionality to increase performance and efficiency
- Build-in additional operational efficiencies
- Incorporate cost reduction and containment savings

The Solution
- Allworx 48x
- Allworx 6x
- Forerunner Telecom
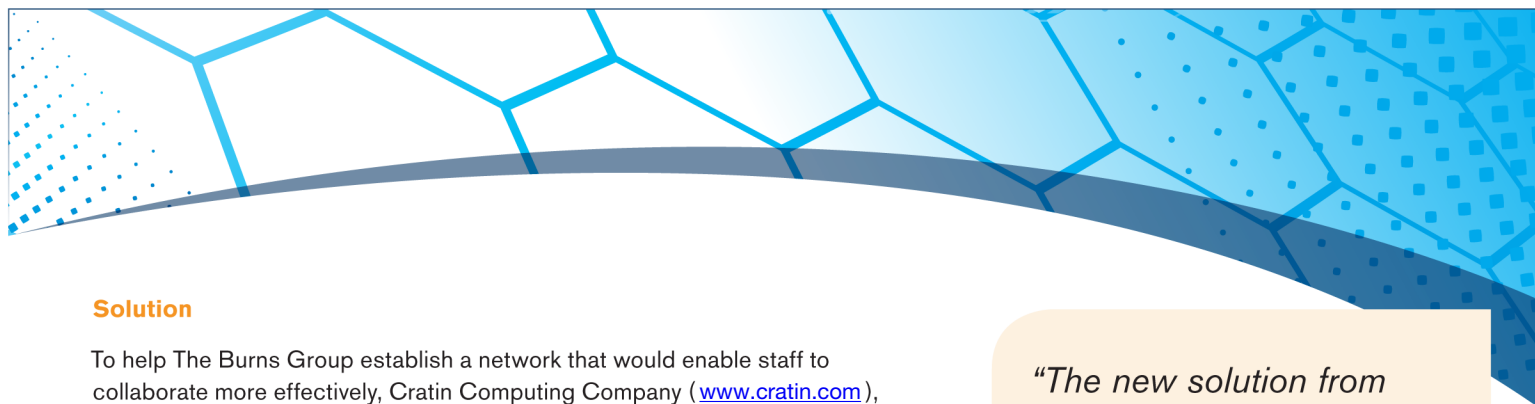- SIP Services from nexVortex

The Results
- Ability to be more responsive and flexible
- Productivity gains for the staff
- More efficient administration
- Cost reduction
- Less costly audio conferencing

To improve your communications, contact
Cratin Computing at 215.793.4200

Cratin Computing Co., Inc.

Solution

To help The Burns Group establish a network that would enable staff to collaborate more effectively, Cratin Computing Company (www.cratin.com), a value added reseller based in Fort Washington, PA, conducted a complete telephone system needs assessment. Working with Forerunner Telecom, its value added distributor, headquartered in Bohemia, NY, the team of sales engineers met often to brainstorm and design a network that would deliver dramatic improvements to Burns' business. The design focused on performance improvements to meet or exceed Burns' requirements and that would have significant impact on the return on investment. The Cratin/Forerunner team recommended an Allworx 6x solution for Burns Landover, MD location and an Allworx 48x in its Philadelphia headquarters. Allworx capability to accommodate any configuration, that connects via VoIP trunks, traditional phone lines, or T1/ PRI enabled Cratin to integrate it with SIP trunks, providing Burns greater control, more flexibility and dramatic operational savings.

Results

With the Allworx systems, Burns is able to link together all its offices under one umbrella. This has greatly diminished administrative work, enabling staff to set up and host conference calls for up to 30 people in minutes and without incurring additional cost.

nexVortex SIP Services allow the nationwide office to leverage the power of the Allworx platform, maintain a local presence, using the same local area code and route calls transparently through the Burns headquarters in Philadelphia at no extra cost. There is a very high Quality of Service (QoS) and Burns is utilizing a minute plan as opposed to more costly T1 provisioning, which most providers tout as SIP trunking. This is also helping to contain cost.

"The new solution from Cratin empowers us to collaborate and be more responsive to our clients in a more cost effective manner, and the cost savings are dramatic. Our hosted solution was costing us $7,000 a month. The new solution has reduced our monthly bill to $466, which will allow us to recoup the investment in this system within the first year," said Bill Coffield from the Burns Group.

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Bill Coffield, The Burns Group

www.allworx.com

www.forerunnertelecom.com

SIP Trunking for Business

www.nexVortex.com

Implemented and supported by:

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Cratin Computing has over 40 years of experience in the computer services and voice/data business. Call us for an assessment of your current IT situation, or to schedule an evaluation or repair.

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