

## ICCS SERVICES:

### CLOUD SERVICES

Includes Virtual Servers, Disaster Recovery, Hosted PBX and Video Conferencing.

### MANAGED IT SERVICES

Includes Managed Router, Managed Firewall and Server Colocation.

### VOICE SERVICES

Includes Business Lines, Long Distance and Audio & Web Conferencing.

### INTERNET & DATA

Includes fast, affordable, always-on Internet connectivity designed specifically for business customers.

### COLOCATION

Includes secure, controlled and scalable data centers with a wide array of options that can be customized to fit your specifications.

## CASE STUDY:

# National Waste Management Provider

*ICCS consolidated technology solutions allows quick plug-and-play for acquisitions*

### Company Profile

Our client is a full-service manager of publicly owned landfills, focusing on design, construction and management. They currently operate 20 disposal facilities in a nine-state region. In addition, they provide waste collection and disposal services.

### Business Situation

The client had a hybrid voice and data network. Six of their facilities are on a MPLS network and 14 facilities were using T1 or cable service to connect to the corporate office. The client was looking to consolidate their telecom voice and data vendors, implement a technology infrastructure that allowed them to aggressively acquire new companies and seamlessly plug-and-play their voice and data networks quickly. They were also looking for a single point-of-contact to manage their entire voice, data and internet services even if multiple telecom providers were used for different services.

### Solution

- Our account management team completed a business and technology needs assessment with the client. Based on our assessment and recommendation, we implemented the following network:
- We initially consolidated 6 of the facilities and replaced their MPLS network with another MPLS provider with a higher quality of service (QoS). After successfully implementing a new service provider for 6 facilities, we consolidated 11 facilities on their corporate network to ICCS hosted PBX services.
- They recently acquired 3 new companies and we integrated their voice and data services to the corporate network voice and data services.
- The client implemented our hosted PBX solution, allowing them to centralize and manage employee moves, adds and changes for voice and fax services.

### Results

- Overall, the client has a better, stronger and higher quality of service network with increased plug-and-play capabilities, single vendor point-of-contact and **24x7** customer support.
- The client has dramatically improved their ability to target and acquire new companies and seamlessly integrate their voice, data, and internet networks.
- ICCS has become the recognized leader in working with clients to deliver consolidated voice and data services, including cloud services, managed IT services and network services. Our plug-and-play telecom and technology solutions allow businesses growing through intrinsic growth or acquisition to quickly integrate different technologies with our solutions.

### About ICCS

Founded in 2005, Integrated Communications Consulting Services (ICCS) is one of the country's leading technology and telecommunication brokerage firms managing communication services for thousands of clients. Our consolidated solutions deliver customized voice and data services, including cloud services, managed services and network services.

For more information, please visit [www.ICCSagency.com](http://www.ICCSagency.com) or call **1.877.292.4227**.