



CLIENT: Valley Truck Parts
EMPLOYEES: 250+
PLATFORM: Nextiva Office Enterprise
LOCATIONS: 18

“ **The failover and redundancy available through Nextiva has been huge for us.** ”

- Paul Lancaster, IT Director

CUSTOMER OVERVIEW

Valley Truck Parts is a remanufacturer of heavy duty truck parts. Established in the 1950s they service the state of Michigan, as well as having a presence across the United States. With over two hundred employees, eight thousand customers, and more than twenty locations, Valley Truck Parts is a rapidly expanding business with extensive technology needs.

DILEMMA

In 2015, Valley Truck Parts began looking for a new phone system as they updated most of their outdated technologies. They were using an analog PBX that was continually failing and causing telephone outages. It was costing thousands of dollars for contractors to make the needed repairs and keep the system running. With the price of the expensive replacement parts in addition to the contract work, the system was simply becoming too costly to maintain.

IN A NUTSHELL

Valley Truck Parts, a remanufacturer of heavy duty truck parts, is a rapidly expanding business with extensive technology needs. They had been using an analog PBX that was continually failing and causing telephone outages when they decided to start looking for new phone systems. After comparing the cost and stability of different

RESOLUTION

Paul Lancaster joined the company during these discussions as IT Director. His position requires him to ensure that all technology needs are met, including phones. The communications system at Valley Truck Parts is extremely important, as the customers are more traditional.

In searching for a replacement system, the IT team completed a cost analysis of different telecommunications providers, compared provider stability, and spoke to references. In the end, they decided that a Nextiva hosted PBX was the best decision for Valley Truck Parts.

The transition to Nextiva was largely smooth, especially for how quickly it needed to happen. Paul Lancaster worked with his account manager and other support staff at Nextiva to onboard properly. This included configuring seventeen call queues for individual salesmen and general departments, as well as unique ring structures and rollover queues for each one. These queues now handle upwards of 35,000 calls per month.

telecommunications providers, they decided that a Nextiva hosted PBX was the best decision for them. Valley Truck Parts shows no signs of slowing down and Nextiva is able to provide them with the stability and scalability they need to keep growing.