



Managed Mobility, Telecom & IT

Technology. Support. Results.



CASE STUDY

CLIENT

TORRES CREDIT SERVICES (TCS)

INDUSTRY

FINANCE



Saving \$6,000-7,000
per month on phone
services



Improved customer
service ability



100% uptime on
vital systems



Enhanced security

Moving Its Call Center to the Cloud Saves Torres Credit Services Up to \$7,000 Per Month and Enables It to Continue Operating During the Pandemic

TCS, Inc. founded in 2003, provides its clients with a full range of services, including customer support, staffing and call center management. It serves businesses and municipalities nationwide. As a minority business enterprise, it maintains a multi-cultural management team of professionals to serve its diverse clientele's needs. A key focus of its business is customer support for energy companies.

THE CHALLENGE

TCS provides vital customer support that homeowners and businesses rely on for their gas, electric and other services. Prior to becoming a Grudi Associates customer in 2012, TCS was operating its busy call center with premise-based equipment and systems. This posed multiple challenges:

- Inefficiencies of a premise-based system.
- Higher risk of downtime from equipment failure, power outages and more.
- Security concerns.
- Backup challenges.
- Lack of important capabilities and technologies.
- Scalability challenges.
- Cost of implementation.
- Less than optimal customer experience.
- Total dependence on premise-based equipment and systems.

THE SOLUTION

In 2012, TCS asked Grudi Associates to help. The Grudi Associates team offered a solution that included a managed call center (cloud-based) and a hosted phone system (hosted PBX or VoIP). It also renegotiated service rates, increased the company's bandwidth and diversified its last-mile connection. This provided many benefits:

CASE STUDY / TORRES CREDIT SERVICES (TCS)

"Prior to the coronavirus, Grudi Associates has helped us bring our company to the cutting edge of call center capabilities and performance. They also have saved us many thousands of dollars every month. But then it happened. Without Grudi Associates helping us setup our call center agents to work from home, it would have been much more difficult to continue servicing our customers as we always have. I can't thank them enough for what they have done."

— David Bucher
CEO, TCS



- Added SD WAN. This ensures that connections and systems can continue functioning even when potential interruptions occur.
- Significantly reduced costs.
- Provided extensive new capabilities, enabling call center workers and supervisors to work seamlessly together.
- Added much efficiency in performing call center tasks.
- Delivered invaluable management information and reporting.
- Increased data and network security.
- Made scalability far easier and faster.
- Greatly improved backup and business continuity capabilities.
- Improved both the customer and worker experience.

In early 2020, when the COVID-19 pandemic hit, TCS was functioning extremely well, enjoying its state-of-the-art call center capabilities and services. Then, it became necessary to move all the agents from the call center facilities to their homes. This would have crippled the business if it had not moved to the cloud. Because virtually all of the system resided in the cloud, Grudi Associates was able to:

- Provide home workers with phone equipment that could function as if they were in the office. Special power supplies had to be provisioned and installed.
- Phones had to be programmed for non-office IP addresses (dynamic).
- Everything had to be thoroughly tested before implementation.
- Each in-home worker had to be trained.
- Ultimately, call center agents were able to answer calls from the actual call center queue, while at home, just like they could when they were in the office.

THE RESULTS

As a result of Grudi Associates' solution migrating TCS to the cloud, it has enjoyed several benefits:

- Saving \$6,000 – \$7,000 per month on its phone service costs.
- Virtually 100% uptime on its vital systems.
- Greatly increased capabilities and features.
- Improved customer service ability.
- Seamless, transparent supervisor/worker interaction, real-time during calls.
- Enhanced security.
- Totally reliable backup.

In addition, when COVID-19 arrived, instead of experiencing potential business interruption, and serious issues for customers as well, TCS has been able to effectively transition to a remote work model. Call center agents perform their tasks just as if they were in the office, with all the same functionality and capabilities. The change has been seamless for customers.

Meet the Grudi team that delivered results for Torres Credit Services!



"It is always gratifying to help customers optimize their businesses, solve their Telecom problems and be more successful, but this was especially true for Torres Credit

Services. We had been helping them with a variety of Managed Telecom services since 2012, but then COVID hit in 2020, making it extremely difficult for them to do business. We were able to quickly implement a robust remote work solution that enabled their team to deliver high-quality services to their customers during lockdown and beyond. It was a virtually seamless transition."

— Emily Kessler

Voice, Data, Cloud Support & Project Manager



Deborah Olnick
Telecom Expense Analyst
/Voice & Data

Shawn Grimes
Director /
Managed SolutionsSM



Walt Grudi
President & CEO

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