

READY PAC FOODS PHONE SYSTEM INSTALL LEFT INCOMPLETE BY OUT OF TOWN TECH PARTNER

Ready Pac operates 24 hours, with facilities and offices in three time zones. They purchased a Mitel MiVoice Connect system from an out-of-town technology partner who went out of business before they finished the installation. This left Ready Pac with a poorly functioning, incomplete phone system with no training or support.



Ready Pac was in crisis mode, so Global CTI immediately started working to address critical needs, even before the contract was signed, to help get their communications back up to speed and functioning.



We discovered Ready Pac's previous partner never conducted a true discovery session to identify what was important to the business. As such, the system was installed without commonly used features enabled and Ready Pac had little to no training. Global CTI met with the Ready Pac IT staff to map out a plan based on highest to lowest priorities, then created a strategy to make the system changes without disrupting their ability to do business.

Today, Ready Pac's MiVoice Connect system supports over 700 users spread across 12 locations, with tailored solutions based on each location's needs. Global CTI was able to design a solution that met Ready Pac's present demands while planning for future growth, thus making it easier for the company to expand quickly and efficiently.



THE RESULT

Ready Pac continues to dominate the marketplace by evolving their plant based food products and making smart decisions regarding the technology they rely on. Global CTI ensures their Mitel system is regularly upgraded and any new features are pushed down to end users. Additionally, Global CTI provides Mitel Support to ensure Ready Pac's Mitel system is well-maintained and their users have a technical contact for help 24/7.