

# Manufacturer

## Voice Services Case Study



By leveraging GTT's voice services and global voice network, a large manufacturer centralized its voice infrastructure and reshaped how its offices and employees communicated.

### The Opportunity

A major international logistics and materials manufacturer had recently finished construction of its new North American headquarters facility. The organization was evaluating ways to centralize and streamline its voice communications services, which relied on individual PBX systems at each office and PRI circuits from a wide variety of local carriers. The company was moving to a centralized IP PBX from a leading vendor in a voice over IP (VoIP) environment.

The organization began searching for a telecommunications provider that could best enable its new architecture. It had three major goals in selecting a voice provider. First, it required a communications solution that featured local telephone services, including emergency support for all the company's office locations. The manufacturer also wanted a provider that offered outstanding service and project management throughout the installation process to prevent disruption to operations or clients. Most importantly, the company sought a robust voice and data network with high-quality, high-availability voice services to support its large employee and client base.

### The Solution

As GTT and the manufacturer discussed the project, it was determined that GTT would be an ideal fit for the manufacturer's requirements. GTT's local voice service covers more than 90 percent of the population of the U.S. and Canada, which included all the manufacturer's office locations. Additionally, GTT's SIP trunking service supports centralized SIP connections to IP PBXs, enabling clients to support calls to and from branch and remote offices via a single connection to GTT. GTT's extensive voice and data network gave the manufacturer confidence in the availability and quality of its voice services.

The North American subsidiary of a major logistics and materials manufacturer wanted to streamline its voice services by partnering with a single provider.

GTT worked with the manufacturer to design a carefully organized project plan to ensure a successful transition. GTT installed multiple high-speed MPLS circuits and SIP trunks connecting the GTT voice network to the manufacturer's centralized IP PBX. The MPLS circuits were provisioned with the highest class of service on GTT's network to guarantee call delivery and quality. GTT performed testing to verify configurations as well as inbound and outbound calling capability, and then expanded the testing to one office to validate support of remote offices over the centralized connection. With that assurance, GTT helped the company complete migrations to several offices throughout the U.S. and Canada, starting with offices not under contract for voice services with another provider.

## The Results

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### Effortless Expansion

GTT offers local voice services in over 60 countries around the world. With GTT as its partner, the manufacturer can add locations whenever and wherever needed. Today, GTT provides voice services to 80 of the company's U.S. offices and another 10 in Canada, with more than 3,000 telephone numbers in service.

### High Quality, High Availability

GTT connects to the manufacturer's headquarters IP PBX with redundant, low-latency MPLS circuits to the GTT network, and SIP trunks connected to multiple GTT voice points of presence, providing voice quality and service availability to meet client expectations.

### Leading Expertise for Peace of Mind

GTT deploys a dedicated team of engineers, project managers, and technicians to address every aspect of the manufacturer's service, designing a solution and migration process that ensures technical success and on-time delivery.

The company needed to migrate its voice services to a centralized IP PBX system to improve service quality and reduce costs. GTT's global voice and MPLS network offered the local coverage and redundant points of presence that ensured call quality and availability, and enabled the company to consolidate 90 of its offices to GTT.

## Contact Us

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