

CASE STUDY – VALUE FORGES PARTNERSHIP

DEALERS SUPPLY CONSOLIDATES WITH DELTACOM

Dealers Supply Company, Inc, a wholesale distributor of heating and air conditioning equipment, supplies and accessories, is an enthusiastic Deltacom customer. With 14 locations in Georgia and North Carolina, they offer a wide range of products from leading manufacturers and sell only to state licensed air conditioner contractors. Robert Pierce, Jr., Vice President of Information Services, felt compelled to share his positive experience to showcase the benefits Deltacom can provide to other businesses and organizations.

CHALLENGE

“My experience with Deltacom began last year when I was challenged with setting up a new location in Charlotte, North Carolina,” he recalled. “I compared several vendors over the phone from our home office. I was pleased with the pricing and service offered by Deltacom and decided to give them a try. I was very pleased by the service offered and the quick response needed to make that install a success,” he said.

“The Sales Representative there as well as the support team all went beyond the call of duty. I was in contact with someone from Deltacom on a daily basis to get ready for the install, all done remotely in our home office. The install went great and I only made one trip to Charlotte to install my computer equipment. The service has been more than expected.”

SOLUTION

One year later, Pierce was reviewing service contracts for his ten Georgia locations and their home office. While he talked with several vendors, it was only after he met with his local Sales Representative, Technical Consultant and District Executive that he received the answers he needed to move forward.

“We were in constant contact to make sure I had all the answers I needed and the best price for Deltacom to eventually get this additional business,” he said. “We had several conversations to ensure that my network would be better than what we had with AT&T. I was then assigned to a project manager and technical engineering consultant. We spent many hours on the phone making sure all of our phone numbers and the contracts were exactly what I expected. We even made a change during the setup process that saved me a few hundred dollars monthly!”

What was the solution that convinced him to consolidate all of his locations with Deltacom? Dealers Supply’s eleven locations all received a six line Simpli-T PlusSM with one or more UNE-L or UNE-P lines. Their Forest Park headquarters installed a Simpli-T Plus IP 3Mbps, a six line Simpli-T Plus, and a UNE-P line. Scalable and flexible, the Simpli-T solution delivers peak efficiency, whether for tried and true voice services or robust, dynamic bandwidth prioritizing voice and data. Options range from a traditional T-1 service with defined voice and data parameters to fast, multi-megabit services integrated with voice applications.

“I realize a lasting partnership starts with great people and I have been impressed with everyone I have had the pleasure of working with at Deltacom,” shared Pierce.

DEALERS SUPPLY COMPANY: A DELTACOM CUSTOMER



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– Robert E. Pierce, Jr., Vice President of Information Services for Dealers Supply Company, and a Deltacom customer

For more information
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