



“Our new VoIP system offers tremendous versatility and features over our old phone system and provides centralized visibility for our customers. We’ll save thousands a year in long distance, and since the service is hosted, we’ll eliminate all the headaches associated with maintaining phone system hardware in-house. When you combine all these benefits, switching to VoIP rapidly becomes a no-brainer.”

— Jon Wells, Director of IT, **Pace International**

Seattle-based Pace International develops and markets products used to help protect and preserve fruit and vegetable quality post-harvest, when crops are making their ways to markets around the world. With corporate headquarters in Seattle, the company needed a more cost-effective and efficient way to maintain contact with its 100 employees, spread across two plants in Washington and California, as well as 11 warehouses around the US, and eight international offices.

	CHALLENGE	SOLUTION	RESULTS
MAINTENANCE	Pace wanted to streamline the amount of time necessary to maintain their phone system. They wanted to outsource the headaches while maintaining control over administration.	Speakeasy VoIP is a hosted service, and a simple Web tool makes the administration of password management and moves/adds/changes fast and easy.	Pace saves 10 to 20 percent of IT time a month by not having to maintain the old phone system. Simple tasks like changing extensions and passwords that used to take half an hour, now take less than five minutes.
COST SAVINGS	With warehouses, plants and international offices spread around the world, Pace’s long distance telephone costs were growing. Reducing these costs was critical.	Speakeasy VoIP includes unlimited long distance to 22 international countries and conference calling. Pace can make unlimited daily conference calls among corporate headquarters, plants and warehouses.	Pace estimates it will save \$65,000 a year in long distance costs, conference calling, and phone system connectivity costs, for a total savings of at least 25 percent in communication-related costs.
CUSTOMER EXPECTATIONS	Pace needed a communications system that enhanced communication among employees and their customers.	Speakeasy VoIP system features offer the level of professionalism Pace sought, like 4-digit dialing among the sites, find me/follow me, auto-attendant for automated call routing, and Outlook integration.	By utilizing VoIP, Pace is able to improve customer experience. Customers interact seamlessly with the company’s multiple facilities and geographically diverse employees. It adds up to a more efficient and professional experience all around.

For more information, contact Speakeasy Partner ITS at 630.420.2550 or visit www.teamITS.com.