



CASE STUDY: ENGINEERING SURVEYS & SERVICES

ES&S upgrades with Panasonic's Hybrid Communication Platform

Challenge

Located in mid-Missouri, Engineering Surveys & Services (ES&S) has been serving its community by providing civil engineering, land surveying, construction support and analytical testing services since 1954. For its operations, the firm was using an analog phone system, and while the system worked, it lacked the features and scalability needed to effectively run the business. It was time for an upgrade.

Solution

ES&S worked with BT Services, an authorized Panasonic reseller that provides quality, cost-effective communication for businesses in central Missouri, to select their new business communication solution. The Panasonic KX-NS700 Smart Hybrid Communication Platform was selected as the best solution for the upgrade because of its advanced capabilities – enabling the consulting firm to decrease operating costs and increase efficiency. With highly flexible options, including networking capability and built-in unified messaging capabilities, the KX-NS700 was the versatile solution ES&S was looking for in a new system.

Result

With a brand new phone system equipped with enhanced features, the consulting firm has seen a reduction in response times as well as increased employee productivity. Since the installation, the new system has been up and working flawlessly.

After using their analog phone system for more than a decade, Engineering Surveys & Services knew it was time to find a new solution that would be equipped to manage their workflow. As a locally-owned and growing business with three locations across Missouri, ES&S needed a system that was reliable, scalable and offered robust features to simplify communications and call routing between offices and while on-site at projects.

“The analog system that we had in place was no longer adequate for us in terms of our ability to respond to customers and members of our team quickly, so we knew that we needed to update our system,” said Cory Bergthold, IT and CAD Manager at Engineering Surveys & Services. “We looked at several other solutions before making our decision, but ultimately felt the most comfortable working with BT Services, Panasonic’s local reseller, to find a flexible, reliable and scalable unified communications solution to meet our needs.”



“We ultimately selected Panasonic’s KX-NS700 because it was most suitable to help us with our specific needs. The system is able to quickly handle calls and voicemails, the team is comfortable using the system, and it has proven to be very reliable.”

Cory Bergthold, IT and CAD Manager at Engineering Surveys & Services

With guidance from the BT Services team, including Linda French and Brad O’Neal, ES&S ultimately selected the KX-NS700 Smart Hybrid Communication Platform. The system’s rich features, including the built-in unified messaging, mobile device integration, and auto attendant, fundamentally improved operational efficiency for the consulting firm. It also allowed them to network between three office locations, provide enhanced responsive service to clients and improved call handling during off hours. Additionally, ES&S was able to take advantage of other features and benefits they didn’t have with their previous system, including Panasonic’s extended warranty program.

“BT Services helped us find a quality unified communications solution, which they set up quickly and seamlessly, ensuring that we were still accessible to customers, employees and partners during the deployment process,” said Bergthold.



ES&S has seen significant results since deploying Panasonic’s unified communications solution. In addition to improving response times and operational efficiency, the consulting firm saw significant cost savings associated with the new system. Deploying the NS700 hybrid system allowed ES&S to transition from standard plain old telephone service (POTS) lines to SIP trunks, saving them more than \$2,400 per year in operational costs.

“Panasonic’s unified communications solution was a great investment for our business, both in terms of upgrading our IT infrastructure and making communication easier for our teams working across different offices and in the field,” continued Bergthold. “The system met our expectations and we’re very happy with the support we currently receive from BT Services / Panasonic.”

