



CASE STUDY

New England Truck Solutions Avon, MA



New England Truck Solutions Hits the Road with New Mitel Cloud Solution and Partners Technology

Truckers may keep America moving, but it's New England Truck Solutions (NETS) that keeps their customers' trucks rolling.

Based in Smithfield, Rhode Island, and with a new, second location in Avon, Massachusetts, customer-driven NETS is a full-service commercial truck dealership providing everything from parts, service, and sales to vehicle graphics.

"We know that having a vehicle down lowers our customers' productivity -- and profitability -- so we strive to give them a 'one stop shop' experience to get their vehicles back on the road promptly," said Mitchell Blum, NETS vice president of operations. "We can take care of just about all of your commercial vehicle needs under one roof.

"Customers depend on us to keep their business in motion," he continued. "We want to be our customers' partner to provide them with uncompromised personal service."

That means uncompromised communications.

So when NETS needed to replace its old phone system, it looked for a true, one-stop partner to take care of all of its communications needs. It was time to move from "breaker, breaker" to the cloud to ensure business continuity, seamless integration with its second location and uncompromising communications with its customers. All at a cost-effective price point that wouldn't be a roadblock to the company's goals.

Mitel Cloud Solution for Clear, Reliable Communications

NETS' very first contact with Partners Technology, Blum says, was far superior to any of the other vendors he contacted.

"They were determined to ink the deal, but not pushy in any way," he said. "They talked us through the technology in a way that translated to the benefits to our business, including a leasing option that allows for future upgrades. From initial contact to installation, it was a smooth transaction. There were a couple of hiccups along the way, but they proved their customer service was top notch and resolved our issues in a very timely manner."

Partners Technology, an Exclusive Mitel Gold Business Partner, services all of New England and customers globally utilizing a network of over 1,600 value-added Mitel resellers and partners. To meet NETS needs, they recommended Mitel's Cloud-Based business communications solution.



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"New England Truck Solutions and our other customers just want their business communications to work so their employees enjoy the same experience regardless of whether they're in an office, on the road, or working from home," says Partners' Managing Partner, Jim Rabbitt. "Mitel's systems are the perfect solution to meet that need and more with a cloud-based communications and collaboration platform for better mobility, quality, simplicity and reliability—all at a lower cost than a premises-based system. You can add offices, users and features easily to grow and customize your communications for a true competitive advantage."

With its new Mitel solution, NETS is able to be more productive, deliver better customer service and enjoy a user-friendly system with remote connectivity that's highly reliable and simple to use and manage with no boxes to install or software to maintain for exceptional quality and enterprise-class security through state-of-the-art cloud connectivity.

"Like us, Partners Technology is a customer-focused business that provides impeccable service to their customers," says Blum. "You don't feel like you're talking/communicating to a vendor. They're your 'Partner' in the phone technology business." – Mitchell Blum, VP Operations



ABOUT PARTNERS TECHNOLOGY

At Partners Technology we provide organizations of all sizes with advanced networking, communications and technology solutions. We offer a full range of products and services, including a comprehensive suite of voice products, data networking solutions, managed services and cloud services.

With an unwavering focus on customer service, Partners Technology enjoys some of the highest customer loyalty and satisfaction ratings in the telecommunications industry.

As an Exclusive Mitel Gold Business Partner, we service all of New England and are able to service our customers globally utilizing a network of over 1,600 value-added Mitel resellers and partners.



Bringing People and Technology Together

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