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## CASE STUDY - GREENS ENERGY SERVICES

Greens Energy Services specializes in the design, deployment, and maintenance of central air conditioning, heating, and fuel systems. Since all of the company's work involves service calls, they needed a communications solution that could deliver a platform large enough and flexible enough to serve their needs.



The modern business owner understands that reliable communication is essential for the success of any plan. Without a comprehensive communications solution in place, a company like Greens with its multiple departments such as service, comfort, install, fuel, and administration, would have a difficult time receiving orders, procuring components, supporting its products, and coordinating its operations as a whole.

For a service company like Greens that deals with a diverse customer base, having a reliable phone and email platform is essential. Before Seminole Office Solutions conducted their comprehensive IT assessment, Greens was experiencing problems with their phone system. The company was experiencing dropped calls, lag and delays in their conversations, and overall problems with call quality--all problems that an energy company can't afford to tolerate.

At the conclusion of the IT assessment, Seminole reached out to Greens' Internet and phone vendors in order to improve the clarity of their connection, as well as to resolve other problems the company was experiencing. Next, Seminole went to work improving Greens' IT infrastructure, which included making upgrades to its communications platform. Seminole went about this work through a combination of replacing an old switch with a new Cisco Gigabit switch and expert troubleshooting.

These improvements helped resolve problems with their Internet access, as well as strengthen the connection to local server units. This considerably improved workflow by making communications faster and more efficient.

Now with a properly functioning network, Greens had what it took to take advantage of the latest cloud solutions. A move to the cloud appealed to Greens, thanks to the cloud's ability to reduce their capital IT costs. One way that Seminole achieved this was by migrating their email servers to the Microsoft's Office 365 platform. This move to Office 365 provided necessary uniformity for Greens' business communications, giving each workstation access to the Office productivity

suite, along with a centralized email platform through Outlook. Additionally, the deployment of Office 365 extended the organization's ability to utilize the Skype for Business application, allowing for face-to-face remote conversations.

Shortly thereafter, Greens asked Seminole to extend their cloud computing capabilities with the implementation of a hosted VoIP telephone system. Seminole moved Greens from an antiquated on-premise system to a hosted VoIP solution. This required additional updates to their IT infrastructure, such as the installation of fiber circuit for both data and voice traffic, and the implementation of a failover solution in order to provide needed redundancy.

For Greens, Seminole's expertise and professional approach to IT provided them with the comprehensive and uniform communications platform they so desperately needed. This allowed Greens to reduce monthly costs and update their infrastructure so it could handle the latest money-saving solutions.

For the modern business needing reliability and flexibility from their communications platform, the IT professionals at Seminole Office Solutions can unify your communications and work with your vendors to ensure that your organization is getting the service you need. **CALL SEMINOLE OFFICE SOLUTIONS AT 407-830-7950 TO FIND OUT WHAT THEY CAN DO FOR YOUR BUSINESS.**