

Livtech helps largest wholesale grocery supply chain company move to UCaaS and enable mobile working

C&S Wholesale Grocers is the largest, privately held, wholesale grocery supply company in the U.S. and the industry leader in supply chain innovation. They are a supplier to independent grocery stores, supermarkets, chain stores, military bases and institutions with over 137,000 different products. They are an engaged corporate citizen, supporting causes that positively impact our communities.

The Challenge

- Managed 5 different PBX's across the enterprise environment
- ALL PBX's were end of life and starting to fail
- 55% increase in voice tickets due to systems failures
- Administration and maintenance costs were extremely high
- PBX's lacked integration with key applications like AD and Salesforce
- Couldn't scale business in current voice environment
- Disjointed Call Center platform that was outdated and not integrated with the business
- Team did not have the knowledge to evaluate providers, nor did they have a budget for this project

"RingCentral and Livtech have enabled us to closely collaborate as a team and stay productive with their collaboration platform, allowing our remote work force to thrive in this demanding time where we are seeing volume increases in our business, consumption and sales."

Philippe Bourdon
VP IT Infrastructure
C&S Wholesale Grocers

The Solution

- Livtech managed the entire evaluation process and created a positive ROI for the project
- Evaluation lead to a UCaaS/CCaaS solution from RingCentral
- RingCentral's platform enhanced their mobility strategy, improved employee collaboration and integrated with other cloud business applications (OKTA, Salesforce and Office 365)
- Offered a single platform that is easily manageable from a global perspective
- Delivered a unified solution that included messaging, calling, video meetings, conferencing and contact center
- Contact Center was customized to support various business units within C&S
- Platform offered a built in business continuity solution and support for remote workers

The Result

- Reduced implementation timeframes by 70%
- 5 year ROI with a TCO payback of 26 months
- 45% savings equal to \$1M savings per year starting month 26
- Voice help desk tickets reduced by 58%
- Moves, Adds and Changes done in minutes vs days
- Integration with AD enables for quicker deliver, management and set up of end users
- 38% improved productivity while empowering their mobile workforce to work the way they want, with collaboration and teamwork being at the core of the experience