



CHESAPEAKE TELEPHONE SYSTEMS

customer experience



Ethan Allen Home Interiors

"In today's marketplace, it's rare to see a business relationship last beyond a few years. When we find a partner with unique capabilities, talented people and a can-do attitude, we stick with them. That's why three generations of our family have been working with Chesapeake."

— **Jordan Levine, COO**

Ethan Allen

Catonsville, Annapolis and Towson

A Chesapeake business partner for three generations

The successful Ethan Allen franchise run by the Levine family has busy locations in Catonsville, Annapolis and Towson, Maryland. Each furniture store is staffed with a team of trained design professionals dedicated to meeting the decorating needs of their many loyal customers. For three generations, the Levine family has been relying on Chesapeake Telephone Systems to furnish their high-end retail stores with the latest communications technology.

Out with the old, in with the new

When Ethan Allen wanted to replace an old phone system to gain new features and functionality, Chesapeake's technical experts conducted a detailed communications assessment. They discovered outdated inside wiring in Annapolis and installed an advanced digital infrastructure designed to support Ethan Allen's new IP-enabled voice network. Chesapeake deployed a Toshiba CIX 670 phone system in Towson and Toshiba CIX 100 systems in Catonsville and Annapolis. Over 80 new IP-capable phones were provisioned throughout the new network.

Connecting a thriving business

The three stores are now linked with digital T1 facilities, enabling 4-digit dialing between locations and eliminating telephone company usage expense. All Local and Long Distance calling is served with digital ISDN PRIs. To improve call handling efficiency, Chesapeake added an auto attendant and set up an Automatic Call Distributor for a 10-agent contact center. Call accounting software measures agent performance and tracks costs.

Ready for tomorrow

With help from Chesapeake, the Levine family can now serve their expanding customer base better than ever. With an advanced business communications network in place to implement new and emerging technologies, they're ready to achieve even greater success.

AT-A-Glance

Customer

- Retail
- Furniture, interior design

Solutions

- Toshiba CIX 670 – Towson
- Toshiba CIX 100 – Annapolis
- Toshiba CIX 100 – Catonsville
- ACD / Contact center
- Auto Attendant / Voice mail
- Call accounting
- Over 80 IP phones
- Inside wiring
- Digital T1 network between stores
- ISDN PRIs

Key Benefits

- Better customer and staff communications
- Consistent service levels
- Room for growth
- Single point of contact for support

CHESAPEAKE TELEPHONE SYSTEMS
8225A CLOVERLEAF DRIVE
MILLERSVILLE, MD 21108

(800) 787-4848 TOLL FREE
(410) 850-4848 BALTIMORE
(301) 621-1213 WASHINGTON, DC

