



Chesapeake Telephone Systems customer experience



Phillips Foods, Inc. & Seafood Restaurants improving communications with IP Telephony

“CTS support has always been very good. In fact, they had already configured the new IP system before it arrived. Once installed, it was just a matter of handing out the phones...”

Mike Wirt, IT Manager

A History of using the “Net” to do Business

In 1916 when AE Phillips opened his first crab processing plant he probably didn't envision the “net” as being useful for anything more than hauling in the catch of the day. Expanding into restaurants in 1956, Phillips is now famous for award-winning crab cakes with locations in Annapolis, Ocean City, Baltimore, DC and Myrtle Beach.

Today, Phillips uses the “net” in a different way -- taking orders on its website to ship products nationwide – and using Internet technology for telephone calls. When growth at Phillips required a move to a new facility in Baltimore, the company upgraded their data network and installed an IP Telephone system from CTS.

Saving Time and Money

Phillip's busy IT department kept administrative control, but staff can now customize features on their own, saving time and money. The IP system also eliminated having techs come in to add or move phones. The IT team easily sets up a user profile on a web browser and the IP phone is automatically recognized by the system when it is plugged in. Phillips also saves on calls between locations. Calls to out-of-state offices are sent over the data network, eliminating long distance charges.

IP phones have added convenient new features. Outlook email can be set up to retrieve voice mails. Voice messages can be saved and forwarded just like email, and retrieved remotely over the Internet – giving travelers an easy way to stay connected with the home office.

Making the Grade

A demonstration of IP telephony impressed the Phillips IT team. “CTS brought equipment in and it worked exactly as advertised” which pleased Mike Wirt, Phillips IT Manager. “The features we needed, smooth installations, cost savings and the ability to get here quickly if needed were the things we looked for when choosing our system and business partner. On all counts, CTS makes the grade.”

Statistics

Industry

Wholesale Food Service
Restaurants
Retail Products

Locations

7 Restaurants
1 Manufacturing Center
1 Sales Office
7 Regional Offices

Solution

3Com
IP Telephone System
SuperStack Data Switch

Key Benefits

Lower long distance costs
Easy telephone moves & adds
Simplified system administration
Convenient message retrieval
Local service & support

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