



CASE STUDY

Mr. Excavator Supports Remote Working and Connects Offices and Employees with Hosted Phone System from CTG

Mr. Excavator is a family owned and operated excavating contractor with locations in Kirtland, Ohio and Columbus, Ohio. With the ability to perform their own site demolitions, site clearing, mass excavation and utility installation for over 50 years, Mr. Excavator is a prominent excavation company in Northeastern and Central Ohio areas, employing over 100 employees. Using their experience, they work with some of the most prominent general construction companies in the country.

ISSUES



Current phone system was at end-of-life



Needed a flexible communications solution that was cost efficient

CTG SOLUTIONS



Installed new hosted phone system



Provided a cost-effective solution



Extension to extension dialing between locations



Features (i.e. mobility application) that allow more flexibility

CHALLENGE

Having initially brought Corporate Technologies Group in to help Mr. Excavator determine whether their current pricing for their phone services and internet access was within today's industry standards, a larger problem became apparent. Mr. Excavator was in the process of opening their Columbus, Ohio location and their current phone system was almost at end-of-life.

According to Mr. Excavator's controller, Jim O'Loughlin, they needed to either figure out a way to extend the use of their current phone system, or evaluate a new solution for their communications, all while on-boarding new employees at a new location.

SOLUTION

With a phone system that was close to end-of-life, and a need to have a communications system that allowed flexibility and growth for Mr. Excavator, Corporate Technologies Group proposed a hosted phone system. This phone system would allow:

- **Efficient communication between locations**
- **Extension to extension dialing**
- **Growth and expansion**
- **Ease of business**

Corporate Technologies Group coordinated the installation of two fiber Internet circuits, one at each location, and then implemented the new hosted phone system with extension to extension dialing. Included in this new phone system was a mobility application that could easily be installed onto a cell phone. This feature would be very helpful when Ohio government mandates were put into effect that required businesses to work from home during COVID-19.

The mobility application and the extension to extension dialing allowed Mr. Excavator to be flexible with their communications and enabled them to work remotely when needed. "Our employees could use the mobility application on their personal cell phone or their business cell phone as if they were using their desk phone in the office."

RESULTS

Corporate Technologies Group helped Mr. Excavator implement a new phone system with features that allowed communication between headquarters and branch locations, as well as between remote office workers and workers that remain in the office.

Equipped with higher Internet speeds, a flexible and reliable phone system, features that allow employees to efficiently communicate, and a partner that Mr. Excavator can quickly and easily rely on, nothing can slow down this excavation company!

"Whenever we have had an issue, the CTG support team is on it and take care of it. It's a good relationship."

Jim O'Loughlin, Controller, Mr. Excavator