



**Industry Focus:** Electrical Wholesale Distribution

**Employees:** 18

**Location(s):** 1

**Allworx Solution:**

- 24x Phone System
- Call Queuing
- 9212 IP Phones (17)
- Conference Center
- Call Assistant

**Web Site:** [www.tremontelectric.com](http://www.tremontelectric.com)



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**Barry Seitles**

*Vice President*

*Tremont Electric Supply*

## Allworx Saves the Day for Electrical Distributor

### About Tremont Electric Supply

Established in 1925, Tremont Electric Supply is a full-service electrical distributor in its third generation of family ownership – with a fourth generation on board. Located in the Bronx, Tremont offers next-business-day deliveries to all boroughs of New York City, plus Westchester, Rockland, Long Island, and New Jersey. With a knowledgeable inside sales team of associates averaging 30 years of electrical material experience, Tremont’s customers know they can count on the company for superior service and competitive pricing.

### The Challenge

When a 100-year-old water main burst in Tremont Electric Supply’s neighborhood, the company’s basement was completely flooded. Due to the flooding, Tremont lost service on its three POTS lines. Unfortunately, before Tremont’s POTS provider could fix the lines, the water main needed replacing. Following that, the area’s energy company needed to perform repairs to the gas and electric lines damaged by the flooding. Then, when the POTS provider finally had the opportunity to come in and mend the lines, roughly half of its

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wireline workers went on a labor strike. Just when things seemed they could not get any worse, New York City was hit by both a hurricane and a tropical storm within just weeks of one another, putting Tremont six weeks from the date of the water main burst with no definite repair date for its POTS lines in sight.

### The Solution

Fortunately for Tremont, it had an Allworx 24x Phone System in place that supported both POTS lines and SIP trunks, and its five SIP trunks remained in commission throughout the flooding and storms. Additionally, Superior Computer Services, Inc., an Allworx Authorized Partner out of Mount



Vernon, New York, and Tremont’s communications vendor, was able to forward calls from the POTS line that housed Tremont’s main number to its SIP trunks so that the company could continue to service its customers. Superior was able to route Tremont’s remaining two POTS lines – used for incoming and outgoing faxes – through the company’s SIP trunks as well. Perhaps the most impressive part is the fact that Tremont’s 24x system enabled Superior to perform all these configuration changes remotely from its offices in Mount Vernon within the first half hour of Tremont discovering it had no inbound phone service – helping Tremont to keep its customer support lines up and running.

Long before the water main burst, Tremont had made the decision to install an Allworx system for the exact reason that it was capable of supporting both POTS lines and SIP trunks.

## ALLWORX SAVES THE DAY FOR ELECTRICAL DISTRIBUTOR

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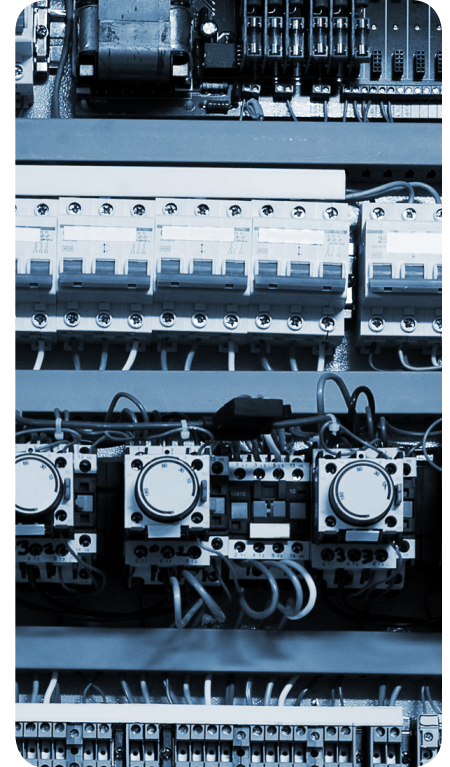
However, at the time, Tremont was counting on its POTS lines for reliability. “The objective with the Allworx system was to get the best of both worlds: a VoIP solution coupled with the reliability of copper lines,” said Barry Seitles, vice president of Tremont Electric Supply. “That objective actually worked up until the water main broke and flooded our premises. As a result, it turned out the POTS lines weren’t so reliable – the SIP lines actually became the reliable aspect. Fortunately, it’s all transparent to the customer, and ultimately that’s the key.”

In addition to its Allworx 24x Phone System, Tremont also utilizes 17 Allworx 9212 IP Phones and an assortment of advanced Allworx Software Features, including Call Assistant, Call Queuing, Conference Center, Internet Call Access, and VPN.

### The Benefit

Tremont’s decision to install an Allworx system years ago obviously benefited the company in its time of crisis. “Thank goodness we have an Allworx that can have both POTS and SIP lines or we would have no business,” said Seitles. However, even before the water main burst and the chain of events that followed it, Tremont’s Allworx system had proved to be a valuable asset to the company.

Among the chief benefits Allworx offered to Tremont was the ability to cut costs. “Through its ability to support SIP lines, our Allworx system enabled us to substantially



lower the cost of our phone service,” said Seitles. “Additionally, the auto attendant abilities of the Allworx system allowed us to create greater dollar savings for our organization, and also helped give us more of an automated, up-to-date feel.”

Tremont also enjoys the comprehensive feature set provided by its Allworx system. “Tremont has really pushed the envelope in all areas of the Allworx system’s

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programming,” said Michael Drillinger, vice president of Superior Computer Services. “They’ve really put me through my paces by using just about every programmable feature of the Allworx, including implementing a very sophisticated call routing system and making extensive use of call queues.”

“We’ve pretty much pushed and prodded in every nook and cranny as far as the capabilities of the Allworx system go,” added Seitles. “It’s given us tremendous flexibility in terms of technology. The presence settings work out really well for us, as do the remote phone capabilities – it gives you an in-office feeling even when you’re at home. Additionally, as a system administrator, being able to easily manage the system myself even when

I’m at a meeting, at an appointment, on vacation, or anywhere else is a really nice feature.”

Despite all the dollar savings and robust features that it offers Tremont, the company will always remember its Allworx system for its reliability. “It’s been very reliable,” said Seitles. “If our Internet goes down, we’re not out of business. If our POTS lines go down – like we’re currently experiencing – we’re not out of business. Our Allworx system has been a lifesaver during this crisis, which we’re still living and breathing right now.”

After 66 days without service, Tremont’s POTS lines were finally repaired. At that time, Superior once again accessed Tremont’s 24x system remotely from its offices in Mount Vernon to restore Tremont to its original configuration.

### **Solution Personalized for Tremont Electric Supply:**

- **Phone Systems**
  - 24x
- **IP Phones**
  - 9212 (17)
- **Software Features**
  - Call Assistant
  - Call Queuing
  - Conference Center
  - Internet Call Access
  - VPN

### **About Allworx**

Allworx, a wholly owned subsidiary of PAETEC Holding Corp. (NASDAQ GS: PAET), develops award winning phone & network systems for small-to-medium sized businesses and sells these products through a network of Authorized Resellers. By combining the advanced features of today’s VoIP systems with the key system features SMBs have grown to rely on, Allworx systems are ideal replacements for the millions of aging (TDM) PBX and key phone systems in use today.

### **Contact Us**

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