



CUSTOMER EXPERIENCE



"Our business is logistics, so we especially appreciated the project management skills CTS brought to bear on our move. They did everything they said they would and in the timeframe they promised. It doesn't get any better than that."

Angelo Sardo, President & CEO
Sardo & Sons Warehousing, Inc.

Customer Highlights

- Newark, DE-based
- Warehousing & Logistics Firm
- Multiple locations: DE, NJ, CA, LA

Solution Overview

- Unified Multi-site Voice Network
- Cloud-based Toshiba VIPedge
- 60 IP Phones w/ Toshiba UC Edge Mobility
- Fiber Access, Network Infrastructure
- Broadband Services, Comcast & Windstream

Key Advantages

- Reliable Communications
- UC and Mobility Features
- Cost Savings
- Centralized Online System Management
- 24x7 Local Support
- Single Vendor Point of Contact
- National Accounts Management

Sardo & Sons

Warehousing & Transportation

Doing the Logistics

The Newark, DE-based firm of Sardo & Sons has been a critical link in the supply chain of top chemical, medical and manufacturing companies since 1966. With warehouses in Delaware and New Jersey, the busy logistics firm needed a technology partner they could trust. A bad experience with their previous vendor left Sardo on hold with 2 years of broken promises, stranded phones gathering dust, and a phone system that was never connected. When it came time to move their headquarters, Sardo knew they needed a proven local provider. Sardo & Sons turned to Google and discovered CTS. Liking what they saw, the call went out...

Making the Move

Sardo & Sons needed a rapid response. With only 4 weeks before the big move, Chesapeake's experienced project team got to work connecting the new headquarters – expediting a fiber build, pulling new cabling, deploying switches, configuring routers to handle VoIP traffic, QoS testing, and arranging broadband services. Then CTS deployed Toshiba's cloud-based VIPedge solution. For Sardo, the cloud's subscription model is a more cost-effective alternative to an on-site voice system – CTS and Toshiba manage everything – plus the arrangement conserves capital and frees Sardo's IT staff to do other things.

Getting Connected

With 60 IP phones up and running, Sardo's staff can finally access the features they'd been promised years earlier – advanced call processing and routing, unified messaging, soft phones and mobility. Toshiba's UCedge app allows staff to use their smartphones, tablets, or laptops to access the VIPedge. Sardo users also like being able to personalize their phones, messaging and more. After its success at headquarters, Sardo had CTS extend the VIPedge to connect all three Newark distribution facilities and their Parlin, NJ warehouse.

Planning the Future

Once smaller sites in California and Louisiana get broadband connections, the CTS National Accounts team will connect them to Sardo' unified VIPedge service. CTS relies on outstanding out-of-region partners for local support, an arrangement that lets Sardo & Sons turn to Chesapeake as their single-point-of-contact for procurement and superior customer support. With its new VIPedge cloud voice service and responsive CTS local support, Sardo & Sons is well positioned for continued success.

CALL TODAY!

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