LI Leading Building Supply Company, JPD United, Builds a Stronger Customer Experience with VoIP Phone System

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**JOE GRILLO
DIRECTOR OF OPERATIONS
JPD UNITED**

"Increasing the speed by which we route incoming calls and get them to the right party the first time has been invaluable to improving our customer experience."

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Every company wants a client relationship that spans a lifetime - particularly when the client feels the same way about you.

For over 60 years, JPD United, Inc. has been Long Island's leading commercial and residential building materials supplier and since 1998, they have been a valued 2000 Computer Solutions client.

Their offices are located in a large, brick building at the center of activity on Route 110 in Farmingdale. The building houses multiple business units for JPD and includes compartmentalized areas that each have unique technology requirements. These technologies enable the staff at JPD to service each of their individual business units for real estate, building materials, outdoor structures and furniture/ accessories.

Creating a scalable technology plan, a robust network and handling the wiring of the space was the first challenge JPD presented to 2000 Computer Solutions. Initially working together to install the first generation of desktop computers for two employees, 2000 Computer Solutions now services 20 users and has installed a complete second generation of products.

The sales process for the company often starts with an initial call by prospective customers, and JPD was quick to realize the value of having a high tech, high function phone system to help with this process

The Phone System - Allworx

After careful consideration of their requirements and the functionality that JPD partners were looking for in the phone

system, 2000 Computer Solutions specified an Allworx Phone System that provided intercom, conference transfer, voice mail, speaker and call forwarding features. "Particularly because this client has multiple business units, the new VoIP system enabled us to route calls more efficiently and directly as well as shorten the wait time for assistance", says John Hassler, President of 2000 Computer Solutions.

Joe Grillo, Director of Operations for JPD says, *"The new phones have helped us to improve the customer experience. and ultimately help us close more sales. Our new VoIP system has saved the company significant dollars and has provided them with many more options that were not possible with the previous system."*

Adds Grillo, "The management team here at JPD really appreciates the call forwarding feature, we are on the go all day long, a lot of our time is spent away from our desks, and even away from the office itself. Having a phone system that integrates with our email platform enables me to get messages that come in on voice mail, delivered as messages to my mobile device. This helps me to always be available to my clients and to my staff to answer questions and make decisions. Our clients find this a big factor when they are making a decision about who they will purchase their building supplies from."

A true technology partner, here is the IT Scope Developed and Implemented by 2000 Computer Solutions for JPD United:

- Full Implementation and Network Server Support for 4 servers
- Email Platform
- Security
- Allworx Phone Systems with call forwarding / remote access, automatic answer / call router by department
- DVR System – integration
- Integrated data sync from camera on truck scale (used for weights and measures)
- Initial and second generation of Point of Sale (POS) Systems

A Company's Growth

"We are really pleased to continue to be part of JPD's growth," says John Hassler, President of 2000 Computer Solutions. He adds, "Having had had the opportunity to work with Joe we've done everything in their office from the renovation and system wiring to adding integration for their DVR and security system." Joe adds, "Yes, a few years back we had an incident where someone walked into the office that should not have been there. Now, with John's help we have a system that provides secure access and visual recognition protocols before locks will be released and open." Indeed, the IT infrastructure for the company has grown dramatically and as technology changes, so do the ways to support it. Initially the company started with one server and over the years grew to four servers.

Next year the company has requested a server upgrade and with the guidance of 2000 Computer Solutions, the company will consolidate all of their servers into one. The new server has more power, will save the company space, use less energy and provide them with tremendous storage capacity as they continue to grow. JPD, did an initial interview and then coordinated meetings between JPD and the software companies at his Carle Place office to make sure that the software package JPD invested in, was the right one for the job.

Of John, Joe says, "I've really appreciated the way that John handles our account. He always makes himself available to me and provides me with solid options every time we are considering a new investment in our infrastructure. His staff is equally reliable, courteous, knowledgeable and professional. I would recommend him highly to anyone seeking better ways to monitor, manage and support their IT, Network and Phones.

Committed to helping clients choose their technology wisely, Hassler and Grillo used a teamed partner approach when it came time to select new property management software for that JPD business unit. Hassler provided several options for team for so long has given us a real appreciation for what he needs to do to ensure his business operates as efficiently and productively.

About 2000 Computer Solutions, Inc. and Tech2020 Solutions

2000 Computer Solutions, Inc. and its new brand identity Tech2020 Solutions offers complete turnkey solutions for the technologies that drive your business, stores and secures your data and helps you communicate in and outside of your company.

Offering offer multiple levels of on-site and remote support, monitoring and maintenance for your data, IT, phones and peripheral equipment needs including: general IT Support and Services, Cloud Storage and Applications, Network Security, Back Up, Mobile Solutions, VoIP Phone Systems, Unified   Communications, Business Continuity, Disaster Recovery and other Scalable Technologies.

Visit www.2000computer.com to learn more about 2000 Computer Solutions, Inc. or call 516-876-8761 or email info@2000computer.com.