

SelectRemedy Connects With ClearStarsm Hosted VoIP From Impulse Internet Services, LLC

- CLEARSTARSM HOSTED VOIP FROM IMPULSE INTERNET SERVICES SUPPORTS SELECTREMEDY -

An aging and costly phone system greeted SelectRemedy when it moved into its new Santa Barbara headquarters. That was when the national staffing company turned to Impulse Internet Services to replace the legacy system with a new, state-of-the-art hosted VoIP communications system. The new phone system now supports SelectRemedy's multiple brands, specialty divisions, and many of their offices nationwide. The hosted VoIP system's capabilities and easy-to-use interface give employees the latest phone and Internet communication tools and support the company's aggressive growth-through-acquisition strategy.

Situation

When rapidly growing SelectRemedy staffing services moved into its new Santa Barbara, Calif., corporate headquarters, it also inherited a clumsy, \$100,000-a-year legacy phone system that was difficult to maintain and operate.

"Every time we wanted to change the phone system, we had to call a phone technician," explained SelectRemedy IS Director Robert K. Hale. "At \$10,000 a month to operate, we seriously considered just throwing the whole thing out and starting over."

SelectRemedy (also known as Select Personnel Services) was acquiring about one company each quarter, and had just acquired Remedy Intelligent staffing – a \$500 million annual revenue company with 200 offices nationwide. Hale said the timing was right for a new phone system that could grow with SelectRemedy.

SOLUTION OVERVIEW

CUSTOMER PROFILE

WITH MORE THAN \$1 BILLION IN ANNUAL REVENUES, SELECT REMEDY IS ONE OF THE LARGEST STAFFING COMPANIES IN THE UNITED STATES. A NATIONAL NETWORK OF MORE THAN 250 OFFICES SERVES THOUSANDS OF CLIENTS AND HUNDREDS OF THOUSANDS OF TEMPORARY ASSOCIATES. THE SELECT FAMILY OF STAFFING COMPANIES INCLUDES SELECTREMEDY COMMERCIAL STAFFING DIVISION, SELECT PERSONNEL SERVICES COMMERCIAL STAFFING DIVISION (FLORIDA AND COLORADO), REMEDY® INTELLIGENT STAFFING FRANCHISE DIVISION, AND THE SPECIALTY DIVISION MADE UP OF: REMX® FINANCIAL, REMX IT, TALENT MAGNET™ BY REMX, AND REMX OFFICE STAFF.

BUSINESS SITUATION

SELECTREMEDY FACED AN IMPORTANT BUSINESS DECISION: CONTINUE USING AN OUTDATED AND EXPENSIVE – BUT FULLY FUNCTIONING – LEGACY PHONE SYSTEM, OR MAKE THE TRANSITION TO A FULLY HOSTED VOICE OVER IP SYSTEM, BRINGING WITH IT THE UNCERTAINTY OF NEW TECHNOLOGY BUT DRASTICALLY LOWER OPERATING COSTS.

Solution

Hale's team determined that it made the most sense, both financially and physically, for SelectRemedy to go with a whole new system. The change would allow the staffing company to avoid paying high-cost, specialized technicians to maintain the old phone system, eliminate long distance calling charges between offices, and free up more room in the company's data center by removing bulky, foreign telecom equipment on its premises.

SelectRemedy went through the RFP process, looking at VoIP vendors in the San Francisco Bay area and Los Angeles, but also considered local companies in Santa Barbara and the Central Coast region. SelectRemedy ultimately chose to go local.

"The guys at Impulse just seemed more committed to honestly solving our problem," said Hale. "Especially with a new technology, we just felt more comfortable going with someone local. The system's working great and they (Impulse) have been providing hands-on training and great support."

Impulse Internet Service's robust Central Coast IP networks along with its expertise in hosted IP PBX and Internet circuit management led to a smooth, quick transition from legacy telecom to hosted VoIP. Once the new circuits were in place, it only took Impulse about a week to install the new VoIP phone system.

RESULTS

Instead of spending about \$10,000 a month to maintain an outdated phone system and constantly worrying about circuits going down, SelectRemedy is now saving money, getting all the features and functionality of hosted VoIP service, and gaining peace-of-mind from Impulse technical support.

"With Impulse managing our circuits, I can go home at night and have dinner with my family. If any circuits go down, I can rest assured that they will be up in the morning," explained Hale.

"If you buy your Internet circuit from Impulse, you get a great price and great service. If you buy it from the major telecom carriers directly...the circuit goes down, they don't proactively work on the problem, and you're constantly worried about your system."

Robert Hale
Director of IS, SelectRemedy

"Installation was extremely fast," said Hale, "...and then they came to our offices and did a fantastic week-long training. I think if you talk to our staff, they are very delighted with the quality of our phones, the voice quality and a very sophisticated feature set."

Robert Hale
Director of IS, SelectRemedy

SelectRemedy is now leveraging the outstanding VoIP communication capabilities of ClearStar to continue its growth in California – the country's largest personnel staffing market – and the rest of the nation.

Impulse supports the entire phone system and all its users, ranging from the average everyday phone user to the poweruser – such as Hale – who loves the advanced phone features and the latest in VoIP communication with the new Polycom HD (high definition) phone.

At the user lever, SelectRemedy staff enjoy the most flexible and advanced control over phone communication possible. With the click of a mouse or keystroke, for example, staff can forward a voice mail through e-mail as an audio (.wav) file; transfer calls from their office phone to their cell phone, home phone, or any other SelectRemedy office phone; or use VoIP's "find me, follow me" feature to automatically route a phone call through a user-defined list of numbers dialed simultaneously or sequentially.

"SelectRemedy provides an outstanding example of how a hosted VoIP solution can be efficiently deployed and managed in order to save money, increase productivity and support an aggressive growth strategy," said Impulse Internet Services CEO Tony Papa. "With thousands of users in multiple offices plus hundreds of home office, mobile and client site users, we were confident that ClearStar would be a great fit."

SelectRemedy also uses Impulse for a complete array of services including: Internet connectivity; T-1, DSL and DS3 fiber circuit management (including point-to-point circuits covering the more than 130 miles between Santa Barbara and Aliso Viejo); and Impulse's SiteLojix enterprise-wide network management system.

FOR MORE INFORMATION...

For more information about Impulse Internet Services, call 805-456-5800, e-mail sales@impulse.net, or visit www.impulse.net.

For more information about SelectRemedy, including Select Personnel Services and franchise opportunities, call 805-882-2200, e-mail info@selectpersonnel.com, or visit www.selectremedy.com.