

Case Study



Carroll Fulmer Logistic Corp. is in the business of keeping freight moving. The company has over 300 employees, as well as 475 drivers and trucks and 1,700 trailers on the road. Carroll Fulmer is a national trucking and logistics company that adds a personal touch to their services, handling shipments throughout U.S. and supporting the global supply chain. In 2020, they're celebrating more than 65 years in business.

The challenge

Carroll Fulmer Logistics had been using an old, premise-based PBX that required older type analog phone circuits at all of their locations. They were also limited by the need for multiple carriers for their internet and voice services. Without any real control of the different systems at their locations, they couldn't fully integrate their networks and had to rely on others for service and support. Their PBX systems also did a poor job of notifying users when new messages arrived and struggled to support long-running conversations. They couldn't track call times, if callers were reaching agents, or the rate of calls that resulted in hang-ups.

With the issues caused by these shortcomings, Mike Prokosch, Director of IT Operations, knew the company needed a better option for their communications. The company

already used IPFhone's network solution, so he reached out to learn more about their VoIP capabilities.

Though network control and better costs were his main concerns, Mike was excited to discover additional capabilities such as call analytics and unified communications. The new solution solved the problems with their current system while also allowing the company to bring all of their network and communications services onto a single platform.

Mike chose IPFhone because he was looking for a better way to improve costs, control the overall network, provide for better employee productivity, and achieve a better overall customer experience. As they used the system, he said, they quickly discovered that it offered even more than they'd expected or hoped for.

COMPANY PROFILE

Carroll Fulmer Logistic Corp. is a national trucking and logistics company with 13 remote agents in various other states as far away as Vancouver WA. Move freight primarily in the South and Southeast, but also to the other 48 states. They are celebrating 65+ years in Business.

Employees

About 300 employees and 475 Drivers.

Headquarters

GROVELAND - FLORIDA

8340 American Way
Groveland, FL 34736

ATHENS - ALABAMA

15757A Hwy 72 West
Athens, AL 35611

BARNWELL - SOUTH CAROLINA

680 S. Toby Creek Road
Barnwell, SC 29812

ENTERPRISE - ALABAMA

501 Plaza Drive
Suite 103
Enterprise, AL 36330

WEBSITE

<http://cfulmer.com>

STRATEGIC PARTNERS



“With IPFone solutions, you don’t need to be in the office to get work done.”

Mike Prokosch

Director of Information Technologies



The Results

Carroll Fulmer, the company’s founder, has worked alongside his three sons and one daughter to build their business on both the strength of their family name and the way they have always treated their employees, drivers, agents, and customers: with the highest level of personalized service and always as family. These are the same principles that Mike says he likes about working with IPFone. He’s enjoyed personalized service in every interaction, from technical resources to sales to the executive management team.

In the first 12 months since Carroll Fulmer Logistic switched to IPFone, they’ve seen vast improvements and gained a better way of managing the company’s communication. They’ve improved the way calls are processed, routed, and answered in real time. Mike’s also been able to transform the way the company tracks the work that is completed on any given day.

“The Analytics Package has saved hundreds of dollars a month in time and unanswered call monitoring,” he said.

Mostly, Mike values IPFone as a way to eliminate unnecessary and time-consuming phone calls when information can be shared more easily in a chat message, improving work and task organization. Mike says he has come to particularly appreciate IPFone’s support for the task management side along with the internal chat functions.

“If you get too many messages in one place, then you can’t follow them,” he said. **“That tends to be the problem with email, where people receive so many messages they don’t know which ones are important. Unified communications**

cleared that up for us.”

IPFone’s dashboard also provides an at-a-glance view of calls-per-day, call duration, active calls, total number of recorded calls, and more, all in real-time. When Mike wants to track employee efficiency, he can find all of the information he needs in one place. The cloud-based solution also allows users to make and receive calls or collaborate through the platform from any location with internet access, improving productivity and opening new possibilities for the future.

Prokosch says he’s been very pleased with IPFone’s customer service philosophy and states **“migrating our communications to IPFone was the best move we have made.”**

STRATEGIC PARTNERS

