

In It for the Long Haul: TeleComp Drives Greater Efficiencies, Savings and Service for PAM Transport



PAM Transport knows what it means to go the extra mile.

One of the longest-rolling overland trucking and transport companies in the U.S., the company has grown over the last 40-plus years through acquisitions and by providing its expanding customer base in the manufacturing, automotive and retail industries with exceptional customer service. Operating under the slogan “Our service makes the difference” and starting with just five used Freightliner tractors and 15 trailers in 1980, PAM now boasts over 2,000 tractors, 6,000 trailers and 2,400 drivers.

Maintaining reliable communications with its fleet across the country and customers in the Canadian provinces of Ontario and Quebec, as well as Mexico, is essential to PAM’s continued success.

“We’re one of the larger publicly traded trucking companies in the U.S., so it’s absolutely required that we provide users with reliable communications,” said Les Bicknell, PAM’s vice president of information technology. “We were buying fiber internet direct from AT&T, but if you’ve ever dealt with customer service and billing with large telecom companies, you know how complicated and what a hassle it is.

“Our contract covered every conceivable connection you could have, so there were multiple bills for gig circuits, data and phone circuits, port speed, routers,” continued Bicknell. “Bills were unlabeled and didn’t tell you what they were for. You needed a spreadsheet to figure it all out. We couldn’t add or eliminate circuits easily, so administration was brutal.”

What PAM really needed was the reliability of fiber -- with much better customer service.

“We needed speed and flexibility, a provider that was much easier to deal with instead of trying to turn a huge ship like a big telecom company,” agreed Bicknell.

Things quickly started to turn around when PAM turned to TeleComp.



Telecomp started with an analysis of PAM’s network, including the company’s home office in the Ozark Mountains of Arkansas along with several satellite terminals. They migrated the company’s existing MLPS circuits to SIP and SD-WAN and converted all the terminals in the office in less than six months with no drop in quality and in less time than it took AT&T to stop the billing for the circuits Telecomp replaced.

“We also gained the flexibility we needed. It’s much easier to spin up a new terminal now,” said Bicknell. “We can increase circuit size in 1/10th the time it took working with MPLS and direct to vendor. By redesigning the network and converting, our circuit sizes doubled, *and* we achieved a five-figure savings each month in telecom.

“TeleComp offered the reliable communications we need by doing a much better job managing our data and VoIP while streamlining and consolidating the billing process. Now we get one bill that magically matches to the penny what the contract says. Once you audit the invoice one time, you don’t have to audit again until or unless you make a change.”

“Switching to TeleComp Fiber, SIP and SD-WAN was surprisingly easy. We immediately achieved five-figure telecom savings every month.”

— Les Bicknell, VP Information Technology



ABOUT PAM TRANSPORT

PAM Transport, Inc. was founded in 1980. PAM Transportation Services Inc. is a transportation holding company and was incorporated in 1986. The corporate offices for PAM are located in Northwest Arkansas’ beautiful Ozark Mountains in the tranquil community of Tontitown, Arkansas. Over the years, PAM has experienced growth not only by greatly increasing its customer base but also by acquisitions.

At PAM, our slogan is *“Our Service Makes the Difference”*.



About TeleComp

TeleComp was founded in 2003 and has offices in Arkansas, Oklahoma, and Texas. It serves private businesses, public and private schools, higher education, healthcare providers, and nonprofits across the United States. TeleComp specializes in Hosted Cloud phone systems and contact centers utilizing its proprietary cloud platform, TeleCloud. Additionally, as a Tier 3 Phone and Internet Carrier, TeleComp delivers dedicated fiber internet through its fiber network and wholesale agreement with AT&T. TeleComp is a Platinum partner with Mitel and a Platinum Elite partner with the AT&T Partner Exchange program. TeleComp recently received the Healthcare Partner of the Year award for the Americas from Mitel. For more information, go to www.telecomp.com.



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