

Electric Utility Amps Up Communications with TeleComp and Mitel Hosted Solution



Arkansas Valley Electric Cooperative Corporation (AVECC) is a not-for-profit corporation headquartered in Ozark, Arkansas. It currently serves member-owners in 14 counties, eleven in Arkansas and three in Oklahoma, powering residents with safe, reliable, affordable energy.

In addition to the Cooperative's more than 6,700 miles of distribution lines, 36 electrical substations and more than 60,900 electric services, AVECC's phone system is an essential component to keep its operations humming 24 hours a day. In addition to its online services, customers rely on it to call in and report power outages and get other information, services and products for their home or business.

That's why when AVECC's aging on-premises ShoreTel system reached its end of life, they needed a reliable replacement phone system that was easily deployed and easy to manage and maintain moving forward. Finding a new solution fell to AVECC's Technology Coordinator, Brian Orrick, who turned immediately to long-time communications partner TeleComp, a leading technology solutions provider for businesses in Arkansas, Oklahoma and Texas, as well as for organizations throughout the United States.

"AVECC has had a long-standing relationship with TeleComp. The primary benefit during our phone system installation was that TeleComp already knew our current phone system and had supported it previously," said Orrick. "TeleComp is also local to our area, so having that personal presence is much preferred over a vendor that is remotely located. Our phone system is critical to our business so being able to have someone onsite if needed is a necessity."

When first assessing new systems for the Cooperative, TeleComp presented an on-premises phone system that was the direct replacement for AVECC's old ShoreTel gear. During the evaluation process, however, TeleComp also suggested a new hosted solution.

"Due to overall network changes within AVECC, the hosted solution became a viable option," said TeleComp's Angie Ungaro, Regional Director of Sales. "It meant less physical hardware to manage and maintain at its multiple sites."

TeleComp was also able to alleviate AVECC's concerns about changing from an on-site solution to a Mitel cloud-hosted system.



“When the decision was made to move to a hosted phone system instead of on-premises, we knew there would be challenges throughout the project. One of our bigger challenges was porting all our existing phone numbers for each individual carrier to the TeleComp hosted team,” said Orrick.

“TeleComp handled all the porting with ease, and we experienced no downtime during the cutover to the new hosted system. TeleComp also sent several employees onsite during the migration to assist with deploying the new equipment and to also train our users on how to use the new phone system.”

The cutover occurred in 2019. Fast-forward to 2020 and the beginning of the COVID outbreak when AVECC quickly realized how its new hosted phone solution also allowed employees to work safely from home while providing the same customer experience as if they were in the office.

“As an essential business, providing power to our customers became even more critical during the pandemic, so it was essential for us to be able to pivot quickly and maintain the level of service our customers were used to,” said Orrick. “TeleComp and our Mitel Hosted Solution helped us do that. We’ve worked with them for many years and the professional relationship has always been second to none.”



ABOUT AVECC

Arkansas Valley Electric Cooperative Corporation Mission Statement is:

Arkansas Valley Electric Cooperative

pledges to offer safe, reliable, affordable energy to our member-owners consistent with sound business principles within the electric industry.

Visit www.avecc.com to learn more.



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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