



Case Study – Wind River Holdings, L.P.

The technology of telecommunications has been rapidly evolving over the last few years and King of Prussia, Pa.-based Wind River Holdings came to Expert Service Providers to help them upgrade their services. Wind River Holdings had a reliable older system serving their basic needs, but it lacked the advanced services they wanted and there was the risk that parts would not be available for the outdated system when future repairs would be necessary.

Expert Service Providers stepped in and migrated their entire telecommunications platform to a hosted PBX solution. The new solution offered all of the latest technology features to help the highly mobile Wind River Holdings team provide better service to their customers in the field.

“Expert Service Providers enabled our team with online voicemail, phone forwarding features and voicemail to email services that allowed our highly mobile team to be more productive,” said Office Manager Michelle Bigante. “They added a lot of functionality to the system.”

Expert Service Providers was able to deploy the advanced system for Wind River Holdings without the need for large capital outlays. They also were able to slash the firm’s telecom service monthly bills by more than 30 percent.

“It just made sense financially,” said Wind River Holdings Corporate Controller Paul Peterson. “There wasn’t even a requirement for high capital outlay for the new systems. It was a relatively small investment plus we are saving money each and every month.”

Along with the cost savings, Wind River Holdings really was amazed by the technology knowledge and customer service response provided by the skilled team at Expert Service Providers.

“We’ve had some really bad experiences in the past with telecommunications providers,” Bigante said. “But Expert Service Providers truly was instrumental in tying all of the providers together and the company has very responsive customer service for our needs.”

“Expert Service Providers also truly had an extensive knowledge about how all the technologies worked together,” Peterson added.

