

CASE STUDY

MANAGED VOICE CASE STUDY: TOTAL WATER



PEACE OF MIND WITH SEAMLESS VOIP PHONE TRANSITION AND SUPERIOR SUPPORT

Total Water Treatment Systems, Inc. (Total Water) is an authorized dealer of Culligan® water treatment equipment. Specializing in high-purity water applications, Total Water provides equipment and service for businesses, laboratories, pharmaceutical manufacturers and healthcare systems in WI, IL, IA, MN, MI and GA.

“Our entire team has been impressed with GFC’s responsiveness and support. No problems or hiccups at all during the transition.”

— **Tony Schilling**
*IT Systems Administrator
& Purchasing, Total Water*

The Challenge

Total Water relied on Gordon Flesch Company (GFC) for Managed Print Services and appreciated the expertise and responsiveness they consistently received. When Total Water began searching for a Unified Communications partner for VoIP phone service, quick support and dependable communication were top priorities. Their existing provider didn’t meet those expectations and Total Water needed a partner they could trust. While they were interested in upgrading their phone system, they were also concerned about potential downtime during the transition.

The Solution

Building on the strong partnership already in place, Total Water chose to move their phone system to GFC’s Managed Voice Services featuring Elevate®, along with an optional Call Center module. Before installation, GFC provided a clear implementation plan so everyone knew what to expect. The transition proved practically painless, with minimal downtime and responsive communication throughout the process. Effective training and follow up support ensured that Total Water understood the system and felt confident using it.

The Results

Total Water is extremely pleased with their new phone system, noting improved reliability and quick responses to their questions. Knowing GFC’s Wisconsin-based Managed Voice Call Center is ready to assist—backed by 24/7 support from Elevate’s U.S.-based manufacturer—gives their team confidence and peace of mind. The new system is working well. “This was a large change for us, but the whole thing went very smoothly,” says Tony Schilling, Purchasing Manager. “A great experience with GFC and Managed Voice Services featuring Elevate.” Looking ahead, Total Water hopes to expand GFC’s Managed Voice Services to additional locations.



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