
Manufacturing company needs continuous connections to keep production lines up and running

Challenge

At hundreds of manufacturing facilities across the U.S., this customer relied on POTS lines to connect fire alarms, security panels and specialized voice services for asset protection and worker safety.

Multiple telecom carriers began POTS line decommissioning, requiring an immediate need for replacement and transition to an alternative with reliable connectivity.

This customer's key requirement also included technical support to audit its entire POTS network and deploy a new solution according to an aggressive rollout schedule.

Solution

The VBG account team recognized the need for immediate action and quickly engaged MarketSpark to develop a comprehensive POTS replacement solution.

Leading with Verizon LTE Business Internet, MarketSpark proposed POTS replacement with Command Center Management portal.

Project scope also included site surveys which revealed many lines not in use or unnecessary for operations.



Customer benefits

- Implemented POTS to FWA digital life-safety and voice connectivity at 240 locations
- Realized cost savings with flat-rate, predictable billing; Disconnected unused and redundant lines
- Deployed fully managed network and maintenance with 24x7 support, for in-house IT cost reduction
- Enhanced digital voice network functionality with advanced features for monitoring and repair

