

# National Retailer Upgrades VoIP Technologies in 200 Retail Stores

National Retailer upgrades VoIP technologies in hundreds retail stores and distribution centers using Wachter integrations



## The Customer

Client is a nationwide retailer with more than 200 stores.

## Industry

Retail

## Location

Nationwide

## Duration

Multi-Year

## Services

- Installing Voice Routers
- Implementing IP Phones
- Analog Voice Gateways
- Voice Configuration
- Cat5 Data Cabling
- POTS Line Removal

## The Challenge

A nationwide retailer needed to upgrade outdated digital phone systems to a Voice over IP (VoIP) system to provide better service for both their customers and associate teams in 200 retail stores and 135 distribution centers nationwide.

While this project included the installation of new equipment, the main purpose of the initiative was the removal of POTS lines and the installation of PRI circuits, SIP trunks, and T-1's in order to reduce cost for phone service across the chain.

## The Solution

Wachter installed a new Cat5 data cable for each new IP phone. Additionally, we installed the required multi-pair cables to connect the customer's existing analog phones to the new IP phone system. Onsite technicians installed the new routers and voice gateways.

Finally, Wachter voice engineers created and applied the configuration files to the new routers and performed final set up on the system. Wachter onsite technicians and remote voice engineers performed final call testing and validation processes to commission the new system.

Wachter deployed up to 20 technicians and quality control supervisors to integrate these technologies.

## The Result

As a result of the new VoIP phone system, this retailer has already benefitted from ROI, ease of use, and proactive management.



wachter

wachter.com  
913-541-2500

CS\_NationalRetailer-VoIP\_0002