

**SUCCESS STORY**

# Advanced Enviro Systems Averts Disaster 3X with FlexIP Solutions

System Failure, Office Fire & Quarantine are No Match for Cloud Communications Provider

**PROFILE****Size**

Nationwide Waste Management Company with 2 Regional Offices

**Holding**

Private

**Industries**

Waste Management  
Equipment, Distribution &  
Consulting

**Employees**

35

**CHALLENGES**

- » Outdated phone system suddenly stopped working
- » Support mobile work
- » Communications following an office fire
- » Work from home during the COVID-19 quarantine
- » Integrate communications environments between companies during an acquisition

**BENEFITS**

- » Voice, text, chat, collaboration all in one platform
- » Support for remote and mobile work
- » One system and one phone number for multiple locations
- » Business continuity
- » Scalability for business expansion
- » Cost savings

**SOLUTION**

- » Flex PBX hosted phone service
- » Flex UC unified communications
- » Softphone and UC features for mobile devices
- » Fully managed communications
- » Initial and ongoing training for employees
- » 24/7 help desk

**RESULTS**

- » Supported remote work after office fire
- » Maintained operations during quarantine and earned new business as a result
- » Integrated company acquisition seamlessly
- » Saved 50 percent over the previous system
- » Offloaded communications management

Advanced Enviro Systems is a service-oriented waste management consultancy whose mission is to satisfy all trash and recycling needs of its clients. The company sells and manufactures trash receptacles and components, coordinates trash haulers and sources custom trash solutions. The business has 35 employees working in two offices in New Jersey and Florida, with plans to expand to a third location in Virginia.

### INITIAL CHALLENGE

For many years, Advanced Enviro Systems' voice solution was a traditional landline phone system. The company limped along with the system until one day it failed, leaving Advanced Enviro Systems cut off from its clients who did not also communicate electronically via email. The company needed a quick fix to get back to business as usual.

“We’re not an IT company [and] some of our employees are not tech savvy. With FlexIP, we weren’t expected to understand it and we didn’t have to pay a big setup fee. For everything from ‘How do I set up my voicemail?’ to onboarding new employees, all we have to do is just reach out [to FlexIP] and they just take care of it.”



— Judy Ward,  
President & CEO,  
Advanced Enviro Systems

Advanced Enviro Systems executives were looking for expert guidance to help them understand what modern voice solutions could do for them, how to source them, how to install and how to operate them. Ultimately, they wanted to find a turnkey, managed solution that allowed them to focus on their own business.

### SOLUTION

Advanced Enviro Systems called FlexIP Solutions for help. Within 30 minutes, the company's voice lines were forwarded to FlexIP Solutions' cloud-based communications system, enabling voice mail messages to come into the company's service team as email attachments. FlexIP Solutions' instant solution to an immediate crisis led Advanced Enviro Systems to turn to FlexIP Solutions as the go-to for all of its communications needs.

As the partnership between the two companies grew, FlexIP Solutions introduced the waste services firm to VoIP communications, transitioning the company from its traditional landline services to the Flex PBX hosted phone service and Flex UC unified communications solution.

FlexIP Solutions installed a softphone and UC client app on every employee's SurfacePro laptop, enabling them to make calls through their computers so they could seamlessly transition from the office to work from home or on the go. In addition, each client app was set to individual preferences, delivering a personalized solution to each employee.

Another key benefit of the Flex PBX solution was the ability to give customers a single phone number to reach employees in both the New Jersey and Florida offices. Centralizing the contact information is not only more convenient for customers, it better demonstrates the company's size and resources.

### IMMEDIATE RESULTS

Advanced Enviro Systems gained immediate and tangible benefits from working with FlexIP Solutions that have grown over time. For starters, the new Flex PBX service costs half of what the company paid for its old, hardline system while delivering many times the features.

### SNAPSHOT

Advanced Enviro Systems, a nationwide solid waste management consulting company, experienced a complete phone system failure. FlexIP Solutions got them back up and running in 30 minutes and went on to support Advanced Enviro through several communications challenges, including losing access to its offices, working from home during the Coronavirus quarantine, and integrating a newly acquired company into its communications environment.

In addition to a communications makeover, FlexIP Solutions trains and supports Advanced Enviro Systems' employees, freeing the company leaders to focus on growing the business.

"We're not an IT company [and] some of our employees are not tech savvy," said Judy Ward, President & CEO, Advanced Enviro Systems. "With FlexIP, we weren't expected to understand it and we didn't have to pay a big setup fee. For everything from 'How do I set up my voicemail?' to onboarding new employees, all we have to do is just reach out [to FlexIP] and they just take care of it."

### CONTINUED BENEFITS

FlexIP Solutions has provided timely, informative advice that's helped Advanced Enviro Systems leverage communications solutions to enable its rapidly expanding operations and respond to some unexpected challenges.

In fact, FlexIP Solutions has helped to ensure business continuity for Advanced Enviro Systems on more than one occasion.

Several years ago, the company planned to move its office from Chester, Penn., to a location they were building in Camden, N.J. Before construction was completed, a fire broke out in the Chester location, leaving Advanced Enviro Systems without an office. While a fire is typically an unexpected event that disrupts - and often halts - business operations, Advanced Enviro Systems' employees simply activated their Flex UC softphones and worked from home.

Similarly, when COVID-19 struck and businesses had to scramble to enable remote work, Advanced Enviro Systems was more than prepared; it was ahead of the curve. The company transitioned operations to remote work before most other



businesses did. As a result, Advanced Enviro Systems earned a business opportunity from a competitor who was unable to service customers effectively during the crisis.

In addition to weathering office destruction and the coronavirus, Advanced Enviro Systems faced another communication challenge – albeit a more positive one – when it acquired TrashPro. The company wanted to seamlessly transition TrashPro from its hardline phone system to Advanced Enviro Systems’ VoIP environment. FlexIP Solutions helped them do just that while maintaining TrashPro’s unique auto attendant and voicemail boxes before publicly announcing the acquisition.

“We don’t sell. We solve problems for customers, and along the way, there’s an opportunity for us to earn,” said Ward. “That’s exactly what FlexIP Solutions brought to us in this experience. Understanding the customer’s business and what they want to achieve is how they work. It’s certainly what they did for us.”

Through its relationship with FlexIP Solutions, Advanced Enviro Systems has achieved lower costs, better services, business continuity and business opportunities. That’s a genuine partnership in action.

### **Ready to Be Our Next Success Story?**

Contact a FlexIP Solutions Specialist Today!

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