

## **Case Study - Len's Transportation Group Ltd.**

### **About the Client**

Len's Transportation Group Ltd. provides professional heavy equipment transport services across Canada and the continental United States including all major cities and small towns.

The transport company uses hydraulic removable, gooseneck, and low beds to transport equipment for the following industries: construction, mining, oil and gas, wind energy, steel mills, petrochemical, manufacturing plants, aggregate, residential, and commercial moving requirements. Their in-house permits department makes it fast and easy to meet local and state ordinances on over-weight & over dimensional requirements whether moving or storing excess inventory or equipment. For a city-to-city move, they coordinate pilot cars with Canadian customs bonds permitting their clients to schedule trips when it best suits their schedule.

### **The Challenge**

Faced with an outdated telecommunications system Len's Transportation Group knew they were in need of upgrading. The existing system was failing, replacement parts were no longer available, and outages were common. The impact on day-to-day business was becoming increasingly apparent.

Unimpressed with their existing vendor's upgrade options, Leonard, the President & General Manager, reached out to Sunco's President, Sean Schoenberger for a better solution. Sean and the Sunco team were eager to help undertake the challenges Len's Transportation Group were experiencing.

***"I reached out to the major vendors but found that they were just not proactive," said Len, "they didn't understand our needs and didn't do the leg work to satisfy our requirements."***



Reliability was the primary goal for Len, but an additional **savings of 50%** off the monthly telco bill helped sweeten the deal!

## The Solution

The knowledge and expertise of the Sunco team was evident. The consultative approach provided Len with choices from simple to exotic. Every staff member listened to the company requirements and didn't get overly techy. Sunco's approach is to act as an extension of a company's team, handcrafting a perfect-fit solution that:

- Would easily migrate in a timely manner to minimize any downtime to business as usual.
- Offer the flexibility of a VoIP system that is feature-rich and cost-conscious.
- Avoided changing any internet providers.

Sunco implemented the 3CX voice solution and supplied Len's Transport with preconfigured, easy-to-install, plug-and-play hardware. The same day as receiving the equipment, the shiny new telecom system was online and ready for pre-launch testing.

*"It was obvious Sunco is a leader in the industry and could deliver the solution we required"*

## About Sunco

For more than 20 years, business customers throughout Alberta, Western Canada and across the country have turned to Sunco for the premier service and support, helping them adopt the secure, flexible, scalable, and personalized services they need to succeed.

Our experience with both the fundamental and cutting-edge telecommunication services allows us to work with you to determine the best solutions to support your success. Our working relationships with all major telecom providers mean we can customize a solution designed specific to your needs, at a price point that fits your budget.

A complete VoIP and Cloud Solution for businesses, 3CX delivers high-value and low-cost communications. With a broad set of features, this flexible, scalable platform is designed to meet all your current and future business communication needs.



## The Outcome

*"From the onset of the project, the Sunco staff were very easy to talk to. I loved the preplan meeting and the solution walk-through."*

The "white glove" approach by Sunco was highly valued and Len was delighted to immediately experience many benefits from implementing a 3CX solution including:

- A seamless mobile client increased flexibility for the team at Len's Trucking to be mobile onsite and across multiple locations, taking their extension wherever they go.
- The self-serve modern console allows Len to manage on-demand functionality. Plus, he can lean on Sunco's competent service, which is well known. Best of both worlds!
- Sunco's established and expert relationships provided a wholesale option, so Len didn't have to change internet vendors. Making business communication easier.

**Contact Sunco today !**

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