

## CORPORATE CASE STUDY

### AmeriQuest Transportation Services

**“The One Source Networks account team works with us as an integral part of our IT team to explore, design and deploy technology solutions that help us to be a better supplier to our customers both internally and externally. Working with OSN is like having a sourcing, project management and network engineering team on staff – but without the overhead.”**

*Jeff Hamilton, Director of Technology Services for AmeriQuest Transportation Services*

#### THE OPPORTUNITY

AmeriQuest Transportation Services is a leading provider of comprehensive fleet management services. By leveraging the strength of more than 700,000 vehicles, AmeriQuest delivers savings, expertise, and opportunities to its private fleet and truckload carrier members. The company provides supply management, asset management and material handling services, as well as financing, technology, and outsourced transportation management services, including full service leasing, integrated logistics, and contract maintenance. Its communications infrastructure, designed as a traditional hub and spoke network leveraging Private Lines to connect its nine offices nationwide, was no longer sufficiently flexible to support AmeriQuest’s needs. Furthermore, the company recognized the need for a more consultative relationship with their key technology suppliers in order to be available to assist both AmeriQuest and its clients with real-world solutions to their increasingly complex technical needs.

**“A carrier with its customers’ best interests in mind is not common today. One Source Networks has proven they are unlike any other carrier and committed to providing a custom and personal solution for its customers.”**

**- Jeff Hamilton, Director of Technology Services for AmeriQuest**

AmeriQuest’s recognized that a reliable partner was necessary to supplement the company’s diverse and growing business. The company’s infrastructure is not only the core of its internal communications; it’s the engine that supports its automated back-end systems that ensure AmeriQuest’s customers achieve consistency with their invoicing and electronic services. Under its current communications environment, the company worked with multiple carriers, making challenging network operations even more difficult. AmeriQuest also required voice services for its call center and roadside assistance center in order to support its fleet customers 24x7x365. The company was interested in migrating to an IP environment for voice to improve reliability and reduce its costs.

AmeriQuest evaluated its challenges and looked into communications solutions providers that could meet its needs. By reducing the number of carriers it would deal with on a day-to-day basis, AmeriQuest knew that it would be able to more efficiently manage its communications infrastructure, while increasing productivity for its organization as a whole.

The company required a carrier that was capable of implementing and project managing a wide array of communications installations, a key quality that would support AmeriQuest’s existing IT staff, allowing them to focus on internal needs rather than the details associated with a new carrier’s installation and network expansion.

## THE SOLUTION

In the initial meeting, AmeriQuest discovered that OSN was able to address its key areas of focus: a single invoice, technical support, and cost savings. OSN followed up by outlining a detailed project plan to implement its services. AmeriQuest's headquarters based in Cherry Hill, NJ would be migrated from a costly private line hub and spoke design to a more efficient and scalable MPLS solution. This new network architecture would then be deployed across its other offices nationwide. This solution provided AmeriQuest employees a secure network to connect to, no matter where they were geographically located. Furthermore, the solution OSN designed ensures the ability for future expansion. Knowing that AmeriQuest's business is growing at a rapid pace, OSN knew that providing scalable communication solutions would be critical to meet the company's future needs.

In addition to creating a more efficient and scalable nationwide communications infrastructure that could support AmeriQuest's voice and data requirements, OSN also provides colocation space and direct Internet connectivity for AmeriQuest's data centers. Since voice services are crucial to AmeriQuest, as the company offers roadside assistance telephone services via its call center, OSN worked with AmeriQuest to enhance the reliability of its voice network by adding a cloud-based IP environment. By implementing an integrated SIP trunking solution across the new MPLS network, OSN was able to save on costly PRIs for AmeriQuest and provide additional functionality.

OSN's deep telecom industry relationships and experience was a key differentiator. With extensive industry knowledge, OSN could identify and recommend trustworthy carriers and the pros and cons of key players within the space. OSN's industry insight is something AmeriQuest relies on, recognizing that its own expertise lies within the transportation services industry. Finally, OSN's ability to manage and maintain its network while

offering a single invoice set it apart from other carriers.

"A carrier with its customers' best interests in mind is not common today. One Source Networks has proven they are unlike any other carrier and committed to providing a custom and personal solution for its customers," remarks Jeff Hamilton, Director of Technology Services for AmeriQuest, "Knowing OSN is a phone call away, and that there is an actual person from OSN's team on the end of the line is a value that no monetary figure can define. The service OSN provides has met and continues to exceed our expectations."



## THE RESULTS

The partnership OSN has established has become an invaluable asset for AmeriQuest. The ability to rely on a single carrier for all its network needs has provided many cost benefits. By migrating from a multi-carrier environment to OSN, AmeriQuest was able to achieve a 30% savings in its communications infrastructure spend. OSN also offered a one-stop shop for technical support, with one point of contact and a 24x7x365 help desk to address a broad range of requirements. This additional layer of support reduced the time its IT department spent addressing network related support questions. OSN built a rapport with AmeriQuest, by establishing a strong personal relationship. Knowing the people and personalities behind its account, OSN offered AmeriQuest the peace of mind that working with multiple carriers could not offer. OSN spent time to identify what solutions would be most cost effective and then leveraged its partnerships with other companies to guarantee AmeriQuest would get the best solution at the most optimal cost. OSN continues to work on AmeriQuest's behalf while leveraging the

research in which it has invested many years. AmeriQuest is able to benefit from these relationships and work through OSN. Representing 1,200 companies across North America, AmeriQuest looks to provide the same benefit to

its customers as OSN has provided: a single source for all its networking needs, with a personal touch and commitment to its customers' growth and success.

## **ABOUT ONE SOURCE NETWORKS**

One Source Networks (OSN) provides managed voice and data solutions to Fortune 1000 businesses, delivering ubiquitous access to cloud-based voice, security, and computing applications that power a mobile, global workforce. The company combines its own fully redundant network infrastructure with over 150 best of breed global suppliers to offer customizable, cost-effective, and scalable data communications solutions. Ranked as the #1 telecommunications provider by the 2011 Inc. 500 annual list of America's Fastest-Growing Private Companies, OSN delivers all of its voice and solutions to its clients under one contract, with one account and service team, on one invoice.

For One Source Networks media inquiries, please contact Jaymie Scotto & Associates at +1.866.695.3629 or [pr@jaymiescotto.com](mailto:pr@jaymiescotto.com).

## **ABOUT AMERIQUEST TRANSPORTATION SERVICES**

AmeriQuest Transportation Services provides comprehensive lifecycle services designed to help companies that own, operate, or outsource trucking and logistics operations save money, increase productivity, and maximize the value of transportation assets.

For more information, call 800-608-0809 or visit [ameriquestcorp.com](http://ameriquestcorp.com).