

## CORPORATE CASE STUDY

### Pennsylvania Lumbermens Mutual Insurance Company (PLM)

**“One Source Networks cut our monthly bill in half while providing better quality and more advanced services – their highly consultative approach exceeded our expectations around every turn. Our relationship with OSN is a true partnership.”**

*B.J. Gardner, Network Administrator at PLM*

#### THE OPPORTUNITY

Pennsylvania Lumbermens Mutual Insurance Company (PLM), is a leading provider of property and casualty insurance to the lumber, woodworking and building materials industries. PLM provides insurance protection for approximately 6,000 businesses nationwide.

Insuring clients throughout the country, PLM sought a telecommunications services provider that could support its demanding voice and data requirements, including industry leading call quality with guaranteed service to support its large call volumes. Moreover, PLM required that its telecom vendor have the flexibility to tailor a custom voice solution to meet its existing requirements and the ability to support its migration to an IP-based telecom infrastructure. The company also required more Internet bandwidth to support its growing corporate applications.

At the time of assessment, PLM was struggling with the reliability of its telecommunications services while battling increasing costs associated with improving quality. The company was also faced with management of large amount of DID and toll free numbers across disparate platforms. PLM identified its need for a service provider that could offer flexibility and scalability with improved service quality.

PLM outlined its needs against its current services and provider capabilities, and searched for qualified communications vendors to bid for its business. As the winning carrier, One Source Networks (OSN) outlined its plan to enable PLM to

improve the quality of its voice communications, increase overall network capacity and add advanced feature capabilities while staying within the company’s telecom budget.

#### THE SOLUTION

Once PLM’s requirements were analyzed, OSN recommended a turn-key IP-based SIP trunking solution that could handle large call volumes, while simultaneously meeting and exceeding PLM’s call quality expectations. OSN’s SIP trunking solution provides PLM with a next-generation SIP-based voice service that can easily meet the company’s current call volume requirements, incrementally scale with increased demand, and provide value-added features and functionality while guaranteeing the quality of service the company and its customers need. As part of the service, OSN migrated and presently manages hundreds of DIDs to support the company’s local telephony requirements.



Additionally, OSN is delivering network solutions that include Metro Ethernet point-to-point private line and expanding Ethernet-based Internet bandwidth, providing secure dedicated connectivity between the company’s locations. Moreover, OSN further improved PLM’s services by providing advanced conferencing solutions, including reservation-less conferencing. OSN effectively future-proofed PLM’s communications services while simultaneously saving the company

a considerable amount on its overall monthly telecom expenses.

“The OSN solution couldn’t have been a better fit as they provide everything we are looking for and more, while also saving us a considerable amount of money,” commented B.J. Gardner, Network Administrator at PLM. “We’ve upgraded all of our telecom services, saved money, and now have a trusted partner that will support us in our growth.”

## THE RESULTS

Upon implementation, PLM immediately noticed call quality improvements over its previous solution. OSN’s SIP trunking solution continues to provide reliable and guaranteed voice services while easily managing the very large call volumes that PLM was concerned about when it originally initiated its telecom vendor search.

OSN’s solution also contributes considerably to the company’s bottom line, cutting monthly telecom spend in half versus its previous provider. OSN has done this all the while simultaneously upgrading

its telecommunications services from the ground up, providing it with affordable voice, Internet, Metro Ethernet and value added advanced conferencing solutions, all with the ability to incrementally grow with PLM and within its budget.

Moreover, OSN’s highly consultative and hands-on philosophy has created a truly collaborative atmosphere with PLM’s IT staff, freeing them to focus on other tasks that help the company run at maximum efficiency. To show their commitment to the partnership, PLM recently signed on as a beta customer for OSN’s Virtual Fax service, which is set to round out PLM’s suite of communication solutions.

“OSN thinks outside of the box. They have the ability and flexibility to work with specific requirements to provide the ‘right’ solution,” said Gardner. “We couldn’t be happier with the partnership we’ve established with OSN and look forward to working closely with them in the future.”

## 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, video, 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 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 solutions to its clients under one contract, with one account and service team, on one invoice.

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