



Our Customers Speak for Our Solutions

An OAISYS Case Study



TUCKERTM
DOOR & TRIM CORP.
Monroe, Georgia

Founded in 1968, Tucker Door & Trim is a major wholesale distributor and manufacturer of doors, windows and special millwork in seven states in the southeastern U.S.

The company operates out of its headquarters in Monroe, GA and has a second location in Albany. On any given day, the sales staff handles between 1,500-1,800 phone calls. When the company expanded into its Albany location, Chad Harris of Tucker's IT department realized its previous call recording solution was not up to the challenge.

"They are a very tight ship sales organization," said Scott Bunchman, senior account manager at OAISYS Channel Partner StormWood Technologies. "Their sales staff is expected to be on the phones to hit their numbers. They had problems with their old vendor from both a support and a product standpoint. It was going to be very expensive for them to get back on a support contract for a version update, and the licensing model was becoming overly expensive for them as well. It was a hardware solution with dedicated server appliances, and they had a second location that was being brought on. The other provider didn't have a good, efficient or cost effective solution to be able to record and archive all those calls as well. When we heard what Tucker Door needed to do, we recommended OAISYS Tracer."

Harris said, "I needed to be able to record my remote site's phone calls, and with the old product we were going to have to put in another server down at that facility, which makes the cost of ownership for the system much greater," Harris said. "When we found out about OAISYS, we took them up on their offer to test out their solution because it didn't need site-specific hardware to record phone calls. It's definitely worked out well."

Bunchman says Harris put the Tracer solution through its paces before rolling it out to all his end users. "He wanted to make sure he understood it and got past any potential bugs or problems with the system he'd need to work out. He has his users on it now and they love it. We've gotten lots of positive feedback."

OAISYS is a VMware Technology Alliance Partner, and its call recording solutions have been developed to meet VMware Ready interoperability standards. Tucker Door was an early adopter of OAISYS' VMware vSphere™ integration, and Harris is a fan of the solution. "It's worked great," he said. "We didn't have to buy any specific hardware for the system to work. All we did was spin up a virtual server, put everything on there and it's worked perfectly, flawlessly."

Almost immediately after the system was installed, Harris saw a night and day difference between Tracer and the previous product. "The ease of use in terms of searching for calls and the amount of filtering provided inherent in the system make finding calls simple. Also, the automatic management emails when there's something wrong or there's a problem is really useful. It notices and notifies me immediately of the issue. With (the old solution) I could wait three or four months, go to look for a call and find it hadn't been recording at all during that time."

File sharing with calls stored on the Tracer system has been an especially apparent process improvement over Tucker Door's prior solution. "The way Tracer enables exporting calls directly into an email is definitely more streamlined and efficient than having to save it separately somewhere before you can even attach it," Harris said. "We've really noticed that, and it's helped out a lot."

One feature that was an unexpected benefit was the solution's ease of use in assigning and administering user permissions. "The restraints you can use in terms of setting up users for what they can and can't see have been really nice. I didn't expect it to work as efficiently as it does. The security and user groups have worked out really well," Harris said. "I am extremely satisfied with Tracer."



To find out more about OAISYS, Tracer and Talkument, please visit our website at www.oaisys.com.

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