

When Disaster Strikes – this Multinational Fuel Management Leader Keeps Operations Running with Cloud Communications



Veritas Petroleum Services (VPS) is a global leader in marine fuel management. The company's 275 employees help shipping companies and cruise lines improve fuel management, costs, operational efficiency, and regulatory compliance. VPS employees in Houston, Texas are responsible for business critical "bunker surveys" and fuel tests vital to the engines, generators, and boilers used aboard ships.

"The best thing about cloud communications is that you don't have to do a thing when a disaster strikes," says Jon Niess, VPS Office/IT Manager. That's good news for customers of the Houston-based team Niess supports. When Hurricane Harvey roared through the region and caused nearly \$200 billion in damages, VPS relied on the BroadSoft Business cloud-based communication solution provided by Broadsoft business partner, Total Technologies to stay in touch with their customers and one another. Here is their story:

The Challenge

Accessibility is critical to members of VPS' Houston-based testing team. They wanted the large shippers and cruise lines they serve to be able to reach company experts at any time – even during the massive storms characteristic of the region. Office/IT Manager Jon Niess knew he needed a cloud-based voice over IP solution that would eliminate the site's on-premise infrastructure, help him reduce costs with built-in redundancy and more reliable performance – while delivering "always on" availability.

The Solution

Cloud communication experts at Total Technologies helped VPS select and deliver powerful BroadSoft Business services to support the Houston-based team. The solution included both cloud-based PBX and unified communications – from featuring fully integrated voice, video and instant messaging to personalized online meeting rooms – all accessible from anywhere and on any device. VPS also adopted a "no desk phone" policy that makes the most of the laptops and mobile phones employees were already using.

Implementation was a snap with a simple plug & play solution and no down time. VPS equipped employees with quality headsets and eliminated the need for expensive desk phones. After comprehensive training, provided by Total Technologies, all employees, including IT staff, were quick to adopt the solution, enjoying the freedom to

update their soft client preferences, connect with anyone, and stay in touch from anywhere and from any device.

The Impact

When Hurricane Harvey struck the Houston area, the VPS office was among thousands of businesses to lose power. But unlike most, VPS employees were able to work remotely using laptops and the Broadsoft Mobility application on their cell phones -- continuing to serve their customers as needed, without missing a call. With the BroadSoft Business Communicator application accessible from a desktop or mobile device, customers and multinational colleagues had no idea that the VPS employees weren't at their physical desks. The Broadsoft cloud solution gave Houston employees a simple way to make and receive calls using their same office number, as well as chat and IM features. As a result, VPS maintained business as usual, kept their customer loyalty and trust, and avoided costly downtime and revenue losses to their business.

In addition, VPS was assured that their local cloud communication experts at Total Technologies had them covered and would be available to help. Although the Total Technologies office was flooded by the storm, employees also worked from home using the same BroadSoft Business services adopted by VPS. Both businesses could focus on their customers and continue to meet critical needs.

About Total Technologies

Total Technologies, as a Broadsoft business partner, provides direct access to Broadsoft's customized cloud communications solutions and services to meet complex enterprise needs. Specifically, this includes capturing customer requirements, planning migration strategy, qualifying site readiness, and providing order management services. Total Technologies has been awarded Broadsoft's Outstanding Value Added Partner of the Year 2017. Visit www.total-tec.com

About Broadsoft

Broadsoft is the technology innovator in cloud PBX, unified communications, team collaboration, and contact center solutions for businesses and service providers across 80 countries. Broadsoft is the market share leader for cloud unified communications with an open, mobile, and secure platform trusted by 25 of the world's top 30 service providers by revenue. Broadsoft Business application suite empowers users and teams to share ideas and work simply to achieve breakthrough performance. Visit www.broadsoft.com