Success Story:
Kenco

Kenco is the largest woman-owned third-party logistics (3PL) company in the US. The company provides integrated logistics solutions — including warehouse management, distribution and ecommerce fulfillment, comprehensive transportation management services, material handling equipment services, engineering and innovation consulting, and information technology — for more than 200 companies, many in the Fortune 100.

Challenge

Since its founding in 1950, Kenco has become a fully integrated logistics provider managing 90 distribution facilities comprised of 30 million square feet of space. But that growth has not come without challenges. "A few years back, we adopted a cloud strategy, migrating from our premise-based data center to a cloud solution. And while that was a big step in the right direction, our on-premises PBX was holding us back," said Alan Haws, Vice President of Information Technology Service Delivery at Kenco. "The system was complicated to use, requiring us to work with third-party carriers. Also, there were significant capital expenses associated with maintaining and supporting the PBX."

Haws continued, "Like most premise-based systems, the onus was on our IT team to keep things running smoothly. We had to take the lead on performing upgrades to keep features current and deal with system security, which decreased the time available for other important IT tasks."

Solution

As avid GoTo Meeting users, Kenco decided to take a closer look at another product within GoTo's product portfolio, as it evaluated potential UCaaS (unified communications as a service) solutions. "We took a look at a number of solutions providers and ultimately decided on GoTo Connect. We liked the ease of use, the quality, and the uptime. And we found out later, after we made the decision, that the deployment was easy as well — much easier than I thought it would be to deploy enterprise-wide." Haws commented.

Kenco uses GoTo Connect on multiple devices across the organization, including hard phones, computers, and through the app on employees' mobile phones. "I remember watching my boss react to all three devices — his mobile, his desk phone, and his computer — ringing at the same time. We both thought it was funny." Haws said. "It's called unified communications as a service for a reason."

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>
> **Alan Haws**
> Vice President of Information Technology Service Delivery, Kenco

"You know how people are with phones. They're particular. We didn't know what to expect in terms of a learning curve and adoption, and it was all good news," said Haws. "We've got GoTo Connect installed at all of our sites, and it is the primary communication source for our employees and customers. It can find you, no matter where you are in the world — which, with warehouses and people moving around, having the ability to reach folks and connect wherever they are is key."

Haws credits GoTo's hands-on approach with helping implementation go smoothly. "During the rollout, the GoTo project management team had people on-site at our largest facilities to give a helping hand as needed. They provided documentation and guides so that when people saw their brand-new phone, they would feel confident they'd be able to use it. Our warehouses operate at a rapid pace, so having them on-site meant people could get quick answers to any questions," he said.
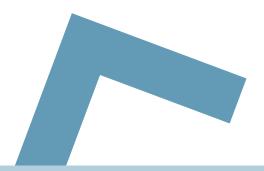
In addition to implementing GoTo Connect, Kenco is also using GoTo Webinar, GoTo Training, and GoTo Contact Center. The company hosts its quarterly meeting with hundreds of attendees on GoTo Webinar. Its HR group regularly uses GoTo Training, and the company takes advantage of GoTo Contact Center's intelligent routing and custom messages to help customers at its call centers.

Results

Since implementing GoTo Connect, the company has slashed its communications costs in half. "Working with the large telephone providers was expensive — and investing in POTS lines is just getting more expensive. Adopting GoTo Connect reduced our costs by 50%, saving us between $35,000 and $50,000 each year," said Scott Mayfield, Chief Administrative Officer at Kenco.

In addition, GoTo Connect's 99.999% uptime means that Kenco has been able to conduct business-critical communication without interruption. "It's been great, especially compared to what we were used to. We also measure things like audio quality and audio delay, and those metrics show that we have improved quality and reduced administrative time while cutting costs. This means our employees can focus on what they do best rather than having the hassle of technical issues," Haws said.

Kenco's IT team appreciates that GoTo handles the heavy lifting when it comes to communication system patches, upgrades, and maintenance, saving their team valuable time, money, and stress. "GoTo keeps our system up to date — we don't have to do that anymore. It's really helped reduce the load on my group. It's a good feeling to know that it's secure and all taken care of — it's one less thing we have to worry about," Haws concluded.

Want a phone system that reduces costs while making it easier for your employees to stay connected, no matter where they are? Visit goto.com/connect to learn more.

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