

*“Instead of using a bunch of different platforms, we have one platform to handle billing, provisioning, everything – all in one portal,” explains Edwards. “On the local area network where everything is deployed, we provide QoS with our edge equipment.”* **Sean Edwards**

## OVERVIEW

RCG Telecom Services, a leading boutique telecommunications and technology firm based in Philadelphia, prides itself on being a one-stop solution for their clients when it comes to voice and data network and equipment design, ongoing support and installation. Its sweet spot is serving enterprise, multi-location clients, including those in the hospitality industry.



## CHALLENGE

“One of the challenges we face as a telecom provider is the tendency to do a lot of finger pointing when there are network outages and other issues,” say Sean Edwards, President, RCG Telecom. “A lot of times vendors will blame one another or the ISP. We want to take that kind of headache away from our clients.”

## SOLUTION

For the past three years, RCG Telecom has partnered with MASS Communications and CoreDial to bring a new level of simplicity and service to its enterprise clients. RCG Telecom uses CoreDial’s SwitchConnex platform for an efficient, cost-effective way to support the voice services of its clients, while MASS provides proactive monitoring and QoS for the Wide Area Network connection.



## IMPACT

Edwards says that being able to white label MASS Communications and CoreDial’s solutions has “made us truly become a one-stop shop.”

He explains that a key benefit of partnering is the low overhead, where RCG Telecom can remain lean and not have to invest capital in building out network facilities across the U.S.

“With two strong partners, I can go directly to CoreDial for any escalations on the voice side and to MASS Communications for any escalations on the networking side.”

Edwards says as a result of this powerful partnership, RCG Telecom has gained a competitive edge in an industry not known for its customer service. “It’s given us the ability to support our clients as a true integrator and provide a solution that a lot of the larger competitors are not offering. Many voice companies just ship out phones and you have to hope for the best. We are taking it a step further – giving proactive monitoring and true quality of service network-wide. “

Among RCG Telecom’s clients that have benefited from the MASS/CoreDial capabilities is an education provider with a national footprint of 75 locations.

“We are turning up sites all the time,” says Edwards, noting that reliability of the voice and data services has been “mission-critical.” The rollout of the platform has been ongoing for two years, with a new site turned up within 30 days.

In the last six months, RCG Telecom has deployed connectivity for an East Coast meeting and events client that tied in all 15 of their locations from Boston to Washington, D.C. A key voice feature was internal extension dialing, which allows the company to reach each location by dialing an extension.

“All our clients say the thing they like best is our response time and attention to detail. With partners like MASS and CoreDial, we’ve been able to continue to grow and serve as a one-stop shop for our clients, providing that white glove service that a lot of those larger companies do not provide,” Edwards concludes.

**Ready to engage MASS Communications & CoreDial?**

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