



Case Study: American Court & Drug Testing Services

Chief Executive Officer
William L. Parker

Website
AmericanCourtServices.com

Industry
Employment Screening
Judicial Software Development

Headquarters
Lancaster, Ohio (USA)

Employees
22

Business Environment

American Court & Drug Testing Services was founded in 1997 as a member of the employment screening and workplace drug testing industry. In 2005, the company began providing random drug testing to probation departments, drug courts, and drug and alcohol treatment providers in Ohio. The company has since expanded its presence in Ohio to four cities where it conducts more than 40,000 random drug tests annually and provides electronic monitoring of defendants for a variety of courts and child protective agencies. The company also develops web applications (software) to assist the criminal justice community with case management.

Critical Issue

With four offices in four different cities, we quickly outgrew our existing telephone providers. It was difficult to interact between locations for both our employees and our customers. We felt that there were a lot of moving parts and we needed better control of our phone system.

TalkSwitch met most of our business needs with a hardware based system that required VPN to access the different offices. But once we expanded to a fourth office, TalkSwitch's aged hardware was unable to scale with our growth.

Next we tried Winstream Long Distance, which also met most of our needs, but only offered service in three out of our four offices.

These solutions had limitations:

- Two carriers to accommodate the four offices
- Two sets of invoices to process each month
- Inability to easily field or transfer calls between offices
- Lack of consolidated reporting

Business Challenge

We already had an understanding of Voice over Internet Protocol (VoIP), but needed to find a service provider that was able to meet all of our requirements. We needed a VoIP telephone system that would allow all four of our offices to communicate with each other across four cities in Ohio. The system would have to allow inter-office communications and have a programmable interface that would allow us to create unique auto-attendants for each office. The system also had to be entirely web-based and cost effective for a company of our size.

“VirtualPBX allowed us to reduce our long distance costs, while scaling us up to meet the needs of connecting our four offices and did it all with an easy-to-use web interface.”

Solution

VirtualPBX offered a flat and competitively priced monthly long distance rate and a true web-based solution that allowed us to connect all of our locations. Because the solution was entirely web-based, we were able to immediately connect all of our employees without VPN tokens or additional hardware.

Results

- Lowered long distance costs over a true VoIP system
- Offered a user-friendly web interface
- Facilitated the connection of our offices, employees, and customers through a single web-based solution
- Centralized our system, which can accommodate whatever comes our way