



Vertical Streamlines Advance Career Services with 8x8

Advance Career Services (ACS) is a family-owned full services staffing agency located in Massachusetts. When ACS began their search for a new communications system, they focused on solving a variety of pain points. In the past, ACS experienced regular, half-day outages, causing them to lose business. They did not have quality service and support to address outages or solve quality issues. Their mobility feature only worked if the location's main line wasn't in use. And, because their location wasn't able to be wired, the architecture of their system resulted in a delay whenever calls were answered. Vertical was able to help them select a solution that could solve their pain points: the 8x8 X-Series, powered by V8. The solution has more than fulfilled ACS' needs.

STRESS FREE SERVICE AND SUPPORT

To solve ACS' past service and support problems, Vertical powered their solution with V8— a unique partnership between Vertical and 8x8. With V8, ACS received the X-Series from 8x8 paired with award-winning service and support directly from Vertical. Vertical also delivered tailored design and implementation to ACS, as well as professional project management. Vertical is and will always be ACS' direct point of contact, for anything from outages to billing questions, ensuring that their problems are quickly addressed and solved. The stress free service and support ACS receives from V8 allows them to focus on their staffing and hiring processes, instead of IT.

ADVANCE
CAREER SERVICES

CUSTOMER SNAPSHOT

Advance Career Services

Fall River, MA



Communications Solution

8x8 X Series, X1, X2,
Powered by V8



Highlighted Features

- Unlimited UC & CC Calling
- Auto Attendant
- HD Voice, Secure Voice
- Mobile & Desktop Apps
- Team Messaging, Presence, Voicemail
- Call Recording
- Unlimited Internet Fax
- Business SMS

UNIFIED COMMUNICATIONS FOR EVERY UNIQUE CIRCUMSTANCE

The nature of ACS' organization requires many of their staff to communicate with each other and clients on the road, remotely, and after office hours. The 8x8 X-Series solves ACS' mobility problems, by providing them with a variety of tools that allow them to communicate any time, anywhere, even if their colleagues are already using the same tools. The UC application allows ACS staff to select the right mode of communication for the moment; they can choose between voice, video, chat, conferencing, and team collaboration from either their desktop or from a pre-existing smart phone. ACS staff can now get on a voice call or send an SMS/text from their business phone number no matter where they are. If they're already on a call, they can move from voice to video to help clients practice for interviews or have a virtual meeting. Next they can move to a screen share to review documents. To avoid interruption and timely meetings, they can multi-task and send instant messages to quickly answer a colleague's question. All of these functions and more come from within one 8x8 UC application.

"The 8x8 X-Series has made communicating with our clients seamless. Whether we are in office, on the road, or working remotely, we're able to quickly and easily see who is calling, move between calls, and communicate with each other— all with consistently reliable and high-quality service."

- Nathan Araujo, Owner

CONSISTENT AND RELIABLE COMMUNICATION

ACS' communications are critical to their everyday business. To make sure they never experience planned or unplanned downtime, Vertical engineered their system for 99.999% up time, as well as superior voice quality. With 15 data centers world-wide, the solution includes seamless failover inside their data stations. To solve the delays ACS experienced when answering calls due to their unwired building, Vertical implemented wireless adaptors to each of ACS' phones. In the event of an outage, ACS' communications instantly failover to another data center, making certain ACS is never impacted or even realize there was an issue in the first place. With V8, ACS no longer has to worry about call quality or outages.

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