

CASE STUDY

When Alliance Environmental Group needed a partner to help scale their IT, it turned to TPx to supply solutions that could support their growth

Indoor Air Quality Company Scales Unified Communications to Support Customer Growth



We found the best company for us. TPx is able to attend to all our needs and helps us meet the demands that come from our rapid expansion.”

*Elena Fernandez,
Call Center Manager,
Alliance Environmental Group*



Alliance Environmental Group is an industry-leading indoor air quality and pollution abatement company operating at 23 locations across Arizona, California, Nevada, Oregon, and Washington. The number of employees has grown from about 300 a decade ago to more than double that today. With a combined experience of more than 100 years, Alliance understands the environmental remediation and indoor air quality industries and strives to set the industry standard by providing safe, efficient, high-quality services. It is pioneering industry standards to create a cleaner, safer United States. To expand its footprint and offerings, Alliance has acquired companies in similar and complementary industries.

PROFILE

Alliance Environmental Group is a leading abatement and indoor air quality company that is always expanding

CHALLENGE

The company has a large footprint and needs to bring newly onboarded employees up to speed quickly

SOLUTION

With TPx, Alliance had deployed a range of tools, from toll-free numbers to a 4G backup to unified communications

BENEFITS

With the right technology stack in place, the Alliance team can focus on its important environmental work

RESULTS

Alliance has a partner in the TPx team that is on standby to help with any urgent needs

The Challenge

The Alliance call centers receive 500 to 600 calls each week from members of the community needing help or guidance on their air quality needs. During Alliance's busy season, a call center could receive more than 1,000 calls, with those numbers continuing to rise.

Each time a new company is acquired into its portfolio, the Alliance team must stand up additional call centers and 1-800 numbers to meet the growing demand. Alliance's Call Center Manager, Elena Fernandez needs a provider that will make setting up these new call centers as seamless as possible.

For years, Alliance used a smaller, independent provider whose communication lines would drop frequently. Those dropped and missed calls made it difficult for Alliance to provide the support their customers needed, and their customers didn't have the luxury of waiting for the situation to resolve itself.

The Solution

Alliance Environmental Group has completed more than 160,000 projects — from residential duct removals to full-scale commercial building abatement. While the team remains committed to staying on top of rapidly changing industry guidelines and legal regulations, it doesn't want to waste time setting up and learning how to use technology with each expansion.

The Alliance team knew it needed a national partner to supply it with the scalable solutions necessary to expand alongside its growing business footprint. So, the IT team researched potential partners, and when they found TPx, they knew their search was over.

In February 2013, Alliance began its partnership with TPx. It was then that they found the partner that they could call whenever the company needed to set up a new 1-800 number and secure new technology. The ease of doing business with TPx has made it easy for the Alliance team to support their customers and grow their IT infrastructure as customer acquisition increased.

Today, Alliance uses a range of TPx services, including toll-free numbers, Unified Communication (UCx), High Speed Internet Access (HSIA), SD-WAN, and internet continuity with 4G provided failover. The combination of solutions provides the company with the reliability they need to support the influx of customer calls and requests.

"We found the best company for us. TPx is able to attend to all our needs and helps us meet the demands that come from our rapid expansion," Elena said. "We have so many people coming and going every day, so setting them up quickly, getting new phones, getting them set up with an extension, and getting them up to speed in record time has made such a big difference."

The Results

Working with TPx has provided some unexpected benefits for Alliance. "TPx has definitely surprised us in so many ways," Fernandez said. "One way in particular is blocking spam calls, which yielded a significant impact in call productivity. By doing so, it ensures Alliance's phone lines are free for those who need to communicate with the company."

Perhaps the best surprise is that the TPx team is on standby to help as needed and can resolve issues within. The Alliance team can pick up the phone for any urgent needs, but with the TPx customer portal, they have the resources that are just a click away.

"The portal easy to navigate through, and if we need to call forward or if we need to block or anything, it's easy to go in there and just set that up quickly," Fernandez said. "I'm pretty tech savvy but not to an expert degree. I find it very resourceful and easy to use — it's a nice tool to have at your disposal."

With TPx's level of service, Alliance Environment Group has been able to easily scale their call center to support customer growth.

About TPx

TPx is a nationwide managed services provider (MSP) delivering cybersecurity, networks, business internet and cloud communications at scale. For more than two decades, TPx has helped customers across every business sector address the growing complexity of their IT environments. With a full suite of managed IT services, TPx is making IT more accessible for businesses coast to coast. For more information, visit tpx.com or follow TPx on [LinkedIn](#), [Twitter](#), and [Facebook](#).

