



# HOW ZOOM MADE THE MOVE TO THE CLOUD EASY! A LOGISTICS COMPANY

## INTRODUCTION

InOnTime is an established transportation and warehousing company with over 20 years of experience. Their growth has been the direct result of their commitment to finding solutions for our customers. Brent Rozema is the Systems Administrator at InOnTime. Brent reached out to Millennia for help when they were forced to move their employees remote due to Covid.



zoom

## THE PROBLEM THEY FACED

The system that InOnTime had been using had outlived its usefulness and was becoming old and clunky. There were limited failover options as well. **Unfortunately, when Covid hit in 2020 they found that their existing premise based phone system could not handle the remote worker needs.** This forced InOnTime to bring employees in to their local offices which increased the risk of exposure.

This could have been devastating to InOnTime by impacting the other workers throughout a given area. Teams could have been severely impacted just because the technology was not capable of accommodating a remote worker force.

It was a reverse from many businesses in that the workers had to come to a facility because those facilities were the only place connected to the phone system.

**"...Employees were not able to work remote because of the limitations of the phone system. This increased the risk of exposing people to other people just because of technology limits."**

# CALLING IN THE EXPERTS

## WORKING THROUGH THE PROBLEM

Because InOnTime had worked with Millennia for a long time they totally trusted Millennia's advise and guidance with respect to helping them solve this new problem they were facing. Millennia listened to Brent's concerns with their current system, their needs, and the company's future goals. With that information, Millennia evaluated all of the different solutions, choosing to focus on Zoom because of their remote worker needs.

The new solution presented by Millennia was to use Zoom which allowed InOnTime the flexibility of using more traditional desk phones as well as soft phone on their computers but all the way to phone applications that they could use on their cell phones. It became a pickup and go solution.

The more Millennia vetted the options, the more clear it became that Zoom was likely to be the best option for InOnTime.

Zoom is a software that allows users to create and join virtual meeting rooms where they can communicate with each other using video and audio. Additional features can give participants the ability to share their screens, share files, and use text chat within the meeting group or privately with others in the meeting. Zoom is an app that can be used on a computer or mobile on a cell phone. **Since the pandemic, Zoom has become synonymous with video conferencing and connectivity.**



Once we converted to the new system, our only question was "Why didn't we do this sooner ?!?"

- BRENT ROZEMA

InOnTime was concerned about the overall downtime that would impact the business during business hours. Millennia's expert service was a key to a clean transition from the old premise system to the cloud based solution. The final overall time to cutover the system was FIVE minutes!



# HAVE A SYSTEM THAT ADAPTS TO YOUR NEEDS

## HOW InOnTime HAS BEEN IMPACTED

By using Zoom, InOnTime has been able to keep communications flowing smoothly! They have actually had some cases of Covid resurface but now they have a few people working from home and they are actually working right from their cell phone application and they love it.

Over time InOnTime found that the cloud solution to be extremely stable and flexible. Their initial fears of 'the cloud is just someone else's computers' were alleviated by the professionalism of the Millennia staff and Zoom engineers.

Having availability to allow our works to work remotely has been huge for the company"

- BRENT ROZEMA

From the customer experience to the employee experience, it just goes to show just how important it is to have the technology that fits the needs of a business.


InOnTime relied on a trusted partner who understood their needs and provided a solution that addressed their concerns with the least amount of hassle. **As a result, InOnTime has a solution that perfectly addresses their needs.**



## GET THE BEST IT FOR YOUR BUSINESS

You deserve to see great results from your IT just like InOnTime. Contact Millennia today for a free consultation. We'll listen to your needs, and help you get on the right track to having the best technology solutions for your business. With the right IT tools, your business can do so much more. Find out what you're missing.



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