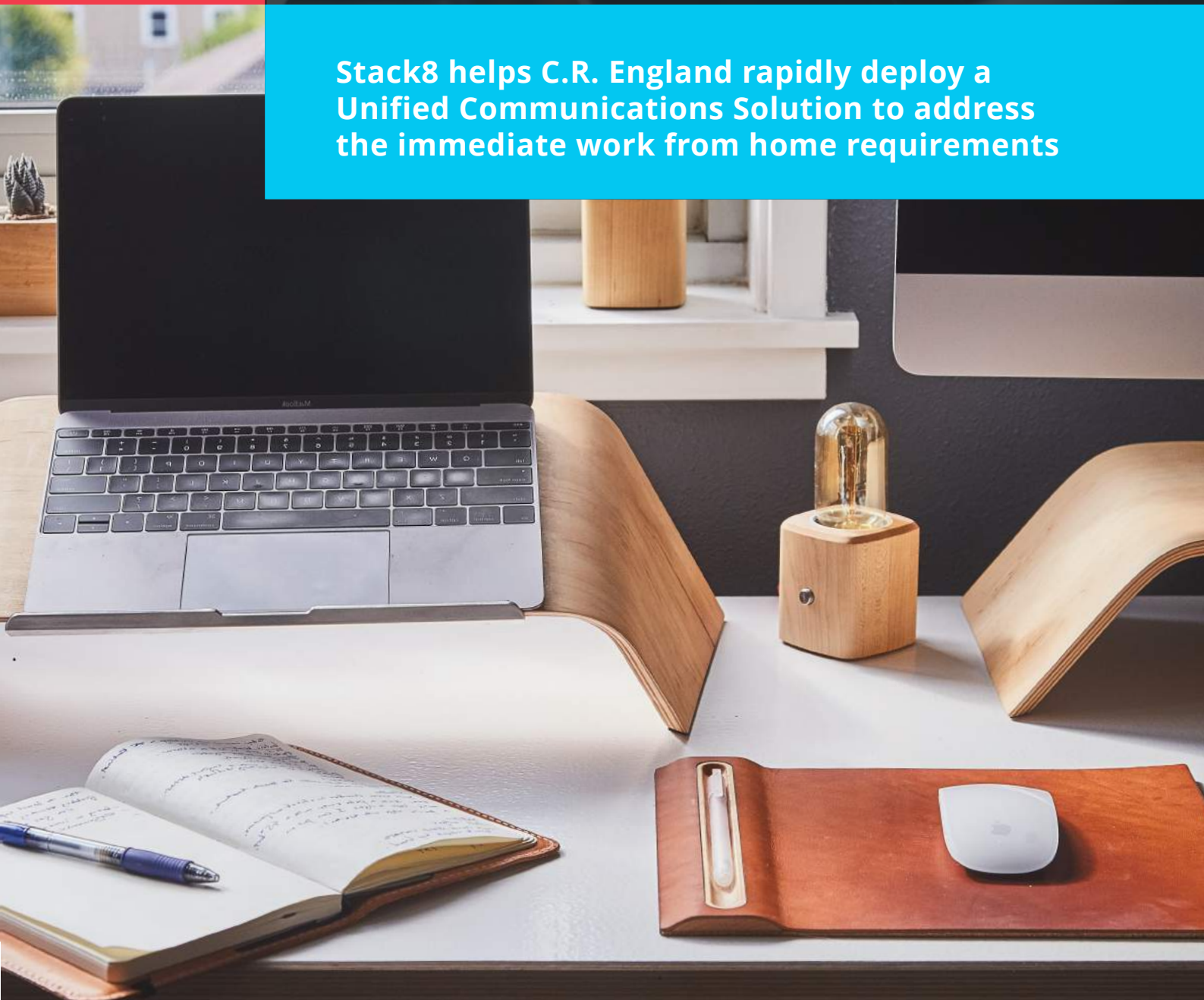# Stack8

**Stack8 helps C.R. England rapidly deploy a Unified Communications Solution to address the immediate work from home requirements**

In just **THREE DAYS** Stack8 implemented **SMACS** provisioning tool for Cisco UC to enable C.R. England to get its **4,000+ users up and running at home, immediately.**

STACK8 HELPS C.R. ENGLAND RAPIDLY DEPLOY A UNIFIED COMMUNICATIONS
SOLUTION TO ADDRESS THE IMMEDIATE WORK FROM HOME REQUIREMENTS

# SITUATION

As the Coronavirus disease (COVID-19) has triggered large-scale quarantines, travel restrictions, and social-distancing measures, it became critical that C.R. England's employees work from home to ensure their health and safety.

# OBJECTIVES

**How could C.R. England implement a solution that would enable employees to work from home, and how could it be achieved without business disruption?**

The question then became: How could C.R. England implement a solution that would enable 4,000+ employees to work from home, and how could it be achieved without business disruption? Under the circumstances, it was urgent that the move be made without delay. But how could employees move immediately and remain fully operational with a clear understanding of the new technology they needed to do their jobs?

With Stack8's core values, doing whatever it takes and focusing on solving problems, this was a situation tailor-made for its intervention. And what was a huge benefit for C.R. England was the ability of Stack8's team to make it simple and easy for businesses to understand and use UC technology.

# CHALLENGES

The challenge for the Stack8 team was immense. Timing depends on a customer's processes as to how long it takes to implement SMACS (Stack8 Moves, Adds and Changes System), an automation and Cisco UC provisioning tool. Normally, timing is anywhere from two to three weeks.

Once Stack8 established that SMACS was the right solution for C.R. England, the order was placed on Thursday, March 12, with the request for an expedited install and training arriving the afternoon of Friday, March 13. The team faced an exceedingly tight deadline: SMACS had to be in production by start of business Monday, March 16—at a time of uncertainty and unpredictability, the Stack8 team had just three days to implement SMACS.

Stack8 does whatever it takes to support its customers and to make things happen. For the company, it is about the customer. It recognizes that with its UC experts scattered throughout Canada, US, and overseas, it has a responsibility to support other companies, helping them to seamlessly communicate and collaborate with their customers, partners and employees during this time of crisis.

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# SOLUTION

The Stack8 team didn't hesitate and agreed to work on the weekend. With the support of their families, they put aside their concerns and focused on ensuring C.R. England and its employees were fully operational first thing Monday morning.

Therefore, on Saturday, March 14, the team implemented SMACS, enabling the rapid deployment of the Cisco Jabber Softphone for VDI, extending the collaboration experience to virtualized environments by facilitating real-time voice and video traffic processing on local devices.

The Cisco UC provisioning tool is an IP-based communications system integrating voice, video, data, and mobility products and applications. With Stack8's SMACS solution, C.R. England had seamless, effective communications through voice, video and data integration—with geographic barriers removed.

On Sunday, March 15, a highly experienced Stack8 UC Engineer facilitated an efficient and smooth remote install and configuration session to quickly enable the C.R. England team to configure SMACS for 4,000+ end users. An end-user training session was also conducted and dedicated to educating end-users on their most common requests for Moves, Adds and Changes.

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# RESULTS

The results of Stack8's implementation of SMACS were phenomenal: No business disruption. No customers were waiting for service. None of the 4,000+ employees had to wonder how they were going to manage the UC technology and work effectively. They were up and running seamlessly—at home first thing Monday morning. Working effectively and making changes accurately, simply, efficiently, and securely.

The most important element for C.R. England's users was SMACS ease of use. It enabled them to get operational quickly in their new work from home environments. It did not require in-depth specialized training for them to understand the system and to start work immediately. With its intuitive UI displaying all active services for any given user on a single dashboard, they could just as easily have been working collaboratively in their business office.

With SMACS, C.R. England will be able to increase its business contacts worldwide; to more easily access the digital world through such devices as smartphones and tablets; to enhance the ability of its database tools to store, manage, and analyze; and to realize improvements in its IT infrastructure.

Stack8's purpose is to make things simple and easy for its clients. It achieved that—without compromising quality or security, it maintained the integrity of the data and the system and ensured business continuity.

# ABOUT C.R. ENGLAND

C.R. England, the most reliable refrigerated carrier in the US, is dedicated to providing a comprehensive range of transportation solutions to meet the requirements of a rapidly evolving customer base.

As a family owned, customer and employee focused corporation since 1920; it is driven to maintain its leadership role through time-tested services, technology, and processes. Its entrepreneurial culture and values enable it to expand reliable services while keeping its commitments to public safety, social responsibility, and financial stability.