

How **Bianco Sausage** Overcame Telecom Nightmares with **Statewide**



Imagine that you're **struggling** with your communication system.

- Your voice quality bounces between *"passable"* and *"terrible."*
- Your *ring groups are programmed incorrectly*, directing customers to the wrong departments.
- Your provider isn't local and is almost *impossible to reach* when you need help.
- Worst of all, *you signed a long-term contract* when the service and support were better.

You're stuck with this phone system until you've got the capital to buy yourself out.

Quite a nightmare, right? Well, the team at **Bianco & Sons Sausage** was living that nightmare.

THE STATEWIDE SOLUTION

How did Statewide help Bianco & Sons Sausage overcome their technology woes? First, Statewide came in as a voice provider for Bianco & Sons. Using their industry certifications, they proceeded to **implement changes to help their communications work for them.**

WHO IS BIANCO & SONS?

Bianco & Sons is a family owned and operated butcher shop selling grade-A sausages and meats in New England and beyond. They pride themselves on providing the best sausage and meat products around and giving their customers the care they expect from a local brand.

But their sub-par phone system was getting in the way. With its garbled audio and mismanaged programming, they ran the risk of losing loyal customers and missing out on new ones.

Thankfully, a customer of theirs recommended Statewide Communications to Joseph Bianco, the company's CFO. And Statewide Communications took it from there.



IMPROVED SETUP

Statewide cleaned up the internal programming so the calls were routed to the right places



BETTER QUALITY

They also implemented SIP trunks to improve voice quality and provide a better support experience

Once that was complete, Statewide and Bianco & Sons waited. When their contract expired, Bianco & Son's team officially switched to Statewide and got a brand-new unified communications solution. **And they couldn't be happier with the results.**

With **Statewide's UCaaS solution**, the team at Bianco & Sons could:

Direct customers to the correct department instantly with **customized ring groups**

Stay connected without sharing their personal cell numbers thanks to Statewide's **mobile app**

Effortlessly keep track of voicemails with **voicemail-to-email**

Set work schedules to **automatically route calls** to available staff members, reducing missed calls

Allow customers to **leave voicemails for specific departments** with group mailboxes

& a **whole lot more!**

"There's way more functionality with this new system like **voicemail-to-email** and a **mobile app**, and the team at Statewide **trained us on how to use it all**. If we had any questions, their **response times were great**, and they had local technicians that could come by to help."

Joseph Bianco - CFO

Now, Bianco & Sons is living the dream with **a phone system that helps** rather than hinders its business.

Launched as a family-owned business, **Statewide Communications** has spent the last **30 years** building our skillset and a top-notch team who can deliver the solutions and support you deserve, whether you've got two employees or two hundred!

Ready to break free from your telecom nightmares? **Give Statewide a call!**