

Century Kitchens Gets **Best-Fit Solutions** and **VIP Treatment** With CommQuotes as Trusted Advisor

After Century Kitchens' last experience with a telecom broker crashed and burned, the company desperately needed help finding a new network provider. CommQuotes picked up the pieces to give Century Kitchens peace of mind, expert advice, and the ear of the carriers.



The Challenge: Left High and Dry With Terrible Service and No Agency Help

Century Kitchens – a multi-site manufacturing company located throughout Pennsylvania – was struggling with major issues from their current network provider. They received **no support or advocacy when problems came up with the provider** once a contract had been signed.

“It was not even a relationship – things started going bad from day one. The other agency didn’t do anything about it and told us that we were on our own to get the provider to resolve the issue,” said Mike Yankilevich, IT Manager at Century Kitchens.

With no one to turn to, Yankilevich posted a question online to his peers to gather vendor recommendations for several IT projects he needed to complete. He knew he wanted to make changes at his business, and he was about to sign a contract with a provider he did not know was about to be bought out by a less favorable industry player.

CommQuotes’ Senior Advisor, Phil Sparer, offered a detailed response on the forum and invited Mike to reach out to chat and get some true, unbiased advice.

“With CommQuotes, I’m no longer on my own. And that’s an enormous relief.”

- Mike Yankilevich, IT Manager at Century Kitchens

Get Started With a Smoother IT Experience

Contact CommQuotes today to get on the path toward easy, cost-effective IT.

1-888-9-QUOTES
team@commquotes.com



The Action: Saved From Wasting Money on the Wrong Contracts

CommQuotes started by presenting Century Kitchens with unique, cost-effective solutions, but **the biggest value CommQuotes provided was their role as a true agnostic partner and advocate.**

With no sales pitches or high-pressure tactics, CommQuotes:

- Helped seamlessly transition Century Kitchens from one network provider to another.
- Got Century Kitchens VIP treatment from service providers whenever an issue arose.
- Served as the first point of contact – Century Kitchens always reached out to them before ever calling a vendor directly.
- Provided unmatched technical expertise and support at the drop of a hat.
- Suggested Century Kitchens make technology moves including moving away from MPLS, adopting cloud PBX, and overhauling their phone system.

In one instance, Yankilevich was about to sign a contract with a carrier when Sparer called. Advising against it, CommQuotes saved Century Kitchens from making a big mistake. **“Phil stopped me from wasting a ton of money,”** said Yankilevich.

/// If I call a carrier and say I'm with CommQuotes, I get VIP treatment.

- Mike Yankilevich, IT Manager at Century Kitchens



The Results: A Partnership Rooted in Trust and Tangible Value

Century Kitchens will always be confronted with an ever-changing technology landscape and new solutions from flaky carriers. The difference now is that they have CommQuotes as their **constant, trusted technology advocate** to field any challenges.

CommQuotes:

- Transitioned Century Kitchens to a new ISP/WAN provider that has been exceptionally stable and revolutionized the way they do business – all while saving money.
- Became their go-to partner for all telecom and cloud projects moving forward, including:
 - Migrating a legacy on-premise phone system to a high-performance cloud PBX
 - Implementing hybrid SD-WAN with next-gen firewall/security
 - Consistent ISP renegotiations that increase bandwidth and resilience and reduce costs

Working with CommQuotes has elevated not just Century Kitchens in the eyes of their providers, but Yankilevich himself as a valued asset of the company. “CommQuotes helps me look good,” he said. “As my trusted advocate, Phil augments my value.”

Century Kitchens views CommQuotes' support as their biggest asset – going above and beyond what all other suppliers and agencies have been able to provide.

/// CommQuotes always has my back. They treat me like I am their only customer.

- Mike Yankilevich, IT Manager at Century Kitchens