



Create a Remote Connected Workforce

Whether a medical facility, manufacturer, or Fortune 100 company, Black Box is designing, deploying, and managing the optimal IT infrastructure, network, mobility, and communications solutions for clients around the globe. Black Box gets your remote workforce up and running – and we keep them that way.



Communications & Collaboration

Black Box enables end-to-end solutions that give teams the ability to fully communicate and collaborate across towns and across continents. Our industry-leading partners include: Avaya, Cisco, Mitel (ShoreTel), NEC, and Unify.

Capacity

In today's work environment, capacity is critical to enable remote workers. You need extra power, performance, and bandwidth to support your remote team. We can also increase your IT capacity with on-site and remote technicians and support services.



Connectivity

Maintaining secure, seamless access to software, applications, files, and tools that live on a company's network is vital for remote workers. Black Box has the expertise to design, deploy, and manage your remote connectivity system.

CPaaS

CPaaS (Communications Platform as a Service) gives you call deflection, automated communications, and more. Other services include secure and reliable 4G connectivity for remote workers without internet connectivity or with poor internet connections.



Continuity

We recognize that maintaining regular business operations is a top priority; at the same time, we understand you may not have all the tools and capabilities needed. We can assess your requirements and recommend the best solution for your business.

About Black Box

Black Box is a global technology solutions provider dedicated to helping customers build, manage, optimize, and secure their communications networks and IT infrastructure. Black Box delivers advanced communications, IT services, and high-value technology products through its global presence and over 2,500 team members. To learn more, visit the Black Box website at www.bboxservices.com or contact us at contact@blackbox.com.

Making IT Work Anywhere

From newly remote call centers to urgent requests for supplies, IT teams in businesses in every industry have been asked to do the nearly impossible in incredibly compressed time frames. Our Black Box team has been right there working alongside these IT teams helping them increase capacity, expand coverage, and ensure business continuity.



50,000 Patch Cords in Two Days

A large financial services company, and longtime Black Box customer, called us on a Saturday with an urgent request. The company needed 50,000 CATx patch cords delivered to their east coast headquarters by Monday. The cables were going to be used to enable remote workers. The Black Box team dropped everything and went to work immediately. The team sourced and shipped nearly 40,000 cables from our own technology products division warehouse and the rest from other suppliers and other Black Box inventories. To accomplish this two-day turnaround took an incredible team effort, especially over a weekend. The cables arrived as promised on Monday morning, and the company was able to set up its remote workforce.



Remote First Responder Agents in 10 Days

One of the largest providers of emergency air medical transportation in the U.S. has developed a strategic relationship with Black Box over the years. Because of the "first responder" nature of the business, the company's two contact centers, which we installed and continue to support, are highly sophisticated and are more like a command-and-control center than a typical call center. We had just started working with the company on a project designed to strategically locate 30 remote agents in different areas of the country for improved disaster recovery when COVID-19 hit. In just ten days, which included global shipping, we provided everything needed (hardware/software) to connect remote agents across the country over IP to the main UC systems.



Insurer Goes Remote in 48 Hours

A large insurance underwriter in the Midwest is an essential business and could not shut down during the pandemic. To protect employees, the company wanted to send 300 call center agents home to work. But because of the nature of the business, the company did not have a remote working model in place but rather an extremely secure premise-based system, which Black Box had installed and continues to maintain. The company contacted us for an immediate solution. Within 48 hours, we were able to quote and process 300 softphone licenses and had our technicians install the system remotely. We also provided remote training for the agents as well as all project management for the new system.



Secure Laptops for Remote Workers

One of the largest bakeries in North America is known for its popular brands, freshness, and quality as well as its commitment to its employees. To that end, the bakery ordered 100 laptops to enable employees to work remotely and to ensure business continuity in case of a prolonged COVID-19 disruption. The supplier put the shipment on hold reserving the laptops for government and healthcare clients. The bakery made its case that it was also essential in terms of meeting increased consumer demand and feeding the country, but to no avail. So the bakery reached out to us for assistance. Due to our strategic relationships, we were able to secure 98 remanufactured laptops that the bakery will use to replace those that fail in the field.



One Day Turnaround for Remote Calls

A professional association sent 250 employees to work at home during the pandemic. Unfortunately, what happened was more like pandemonium. Because all employee direct numbers had to be forwarded to ring a new number, the association was using two paths for every call and quickly ran out of call paths. The result was constant busy signals for members and employees. The association reached out to Black Box on a Thursday afternoon, by Friday, we provided 10 "test" SIP call paths over the customer's existing Dedicated Internet access. We also arranged a call between vendor engineering, the association, and the SIP service provider. By Monday, we were able to activate 150 SIP call paths. In a matter of hours, the client was able to place calls using the new SIP call paths. The client was happy, and we concentrated months of work into days.



Contactless Pizza Delivery/Pickup

An international pizza chain knew COVID-19 was going to affect its business. The customer anticipated an overload of delivery orders concurrent with a reduction of in-restaurant employees as all walk-in business is virtually eliminated. The company wanted a way to optimize in-store order efficiency as the number of employees were reduced as well as enable failover to another store in case a store is unable to open. The company reached out to us. The solution was a CPaaS system that enables Short Message Service (SMS) texting as well as routing customer phone calls for ordering through an automated Interactive Voice Response (IVR) system. The IVR was configured to send text messages when the pizza leaves the stores and the driver arrives at the doorstep to leave a pizza enabling contactless delivery.