

# CASE STUDY

KDP RETIREMENT PLAN SERVICES



**CISCO**  
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# Get to Know



KDP offers consulting and administrative services for all types of qualified retirement plans since 1999. Their goal is to provide professional and personal service for all clients on a timely basis and at a reasonable cost. Because they are not associated with any accounting firm, bank, brokerage house, or insurance company, KDP can offer unbiased consultation or plan oversight for bundled and unbundled retirement plan products.

# The Big Change

## WHAT INITIAL CHALLENGES WERE ENCOUNTERED?

KDP's old phone system was at the end of its life and lacked collaboration, mobility, and was no longer supported.

## WHAT KIND OF FACTORS INFLUENCED THIS CHANGE?

With COVID at peak and fear of more lockdowns, KDP knew they also needed a way for employees to work at the office or from home. With emphasis on a system that would be transparent to their customers.





# The Solution

## HOW WAS THE CHALLENGE RESOLVED?

The client needed a secure, reliable, and scalable solution that the client could easily use from anywhere but still wanted the features provided by 'hosted' VoIP.

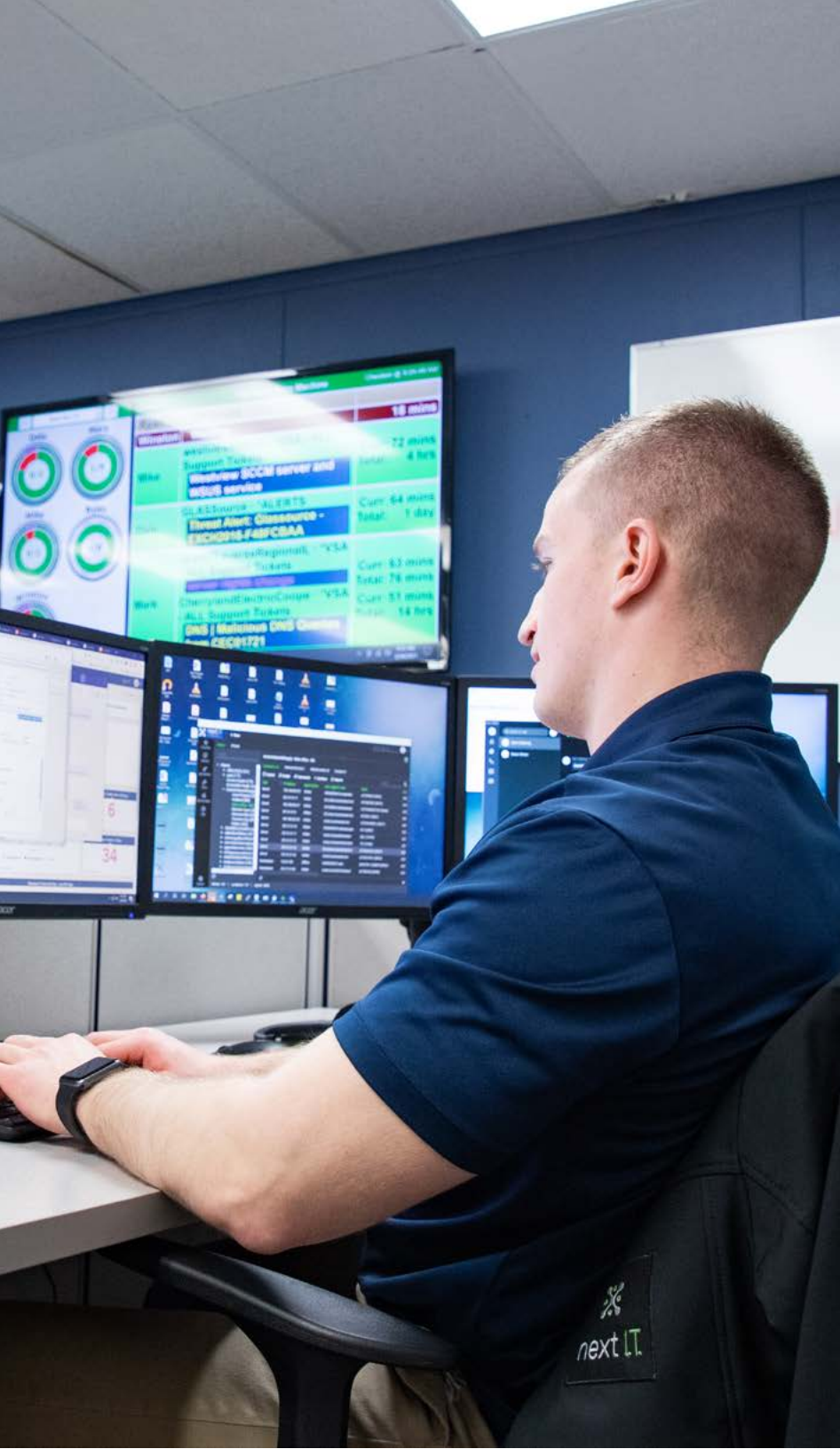
The Cisco BE6K was the only logical solution with its wide range of collaboration tools such as video, messaging, instant messaging and presence, conferencing, video conferencing, contact center services, mobility capabilities, VPN, and security.

Next IT acquired the SIP services for the new system as a part of this project while installing the new phone system.

Setup included 8 SIP trunks to meet their current call volumes in Grand Rapids and 4 SIP trunks to meet their volumes in Lansing. In addition to the standard features installed by default in this project, Next IT set up AnyConnect VPN connections for the IP phones (in Expressway) so that users may take their phones to work from remote/home offices and connect back to the phone system VIA secure VPN.

## WHAT KIND OF SUCCESS CAME FROM THESE CHANGES?

Results, results, results! KDP saw improved productivity, being able to seamlessly work from home or office. Keeping team morale high through COVID lock down with collaborations tools for face to face meetings and chats.



# next I.T.

TOLL FREE | 866-388-6398

KALAMAZOO | 269-659-3947

MUSKEGON | 231-739-6398

TRAVERSE CITY | 231-739-6398

NEXT-IT.NET



## CISCO

## Partner

Premier Integrator  
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