



SUBURBAN PROPANE CASE STUDY

Suburban Propane was built on the saying, “If there’s a need, figure out a way to fill it.” What started out as a solution to one woman’s cooking problems has grown into a multi-million dollar business with over 200 satellite offices, 1.1 million customers, 668 locations, across 41 states.

What They Needed:

Quality call reporting and call recording for all of their branch offices

Centralized administration of all locations and customizable reporting with the ability to drill down into the data and insights from each office

Resolve database redundancy (local survivability and data center/ cloud continuity)

That’s Where Xima Comes In

Xima is dedicated to enabling companies to better manage their business through innovative contact center solutions.

We create applications that integrate with business phone systems and provide historical reporting and call recording, as well as real-time wallboards, skills-based routing, and multi-channel options.

How Xima Delivered:

Deployment of Avaya IP Office with Xima Chronicall at each location and provide a centralized repository server in the cloud data center

Standard Reports gave them the ability to report on each location individually and all locations collectively

Using Recording Library, they leveraged the ability to play back records calls for all locations and review for quality assurance

Suburban Propane now had the power to customize critical reports and analyze recordings as well as drill down into the call data that their business needed.



1.1 Million +
Customers Nationwide



200
Satellite Offices



41 States
Customers Nationwide