

TAMCO + LoneStar Transportation

The Case. Founded in 1988 as a small oilfield transportation firm in Abilene, Texas, LoneStar Transportation has grown to be one of America's premier specialized heavy haul carriers. With a terminal network that has grown from its original three Texas locations to 22 full service operations throughout North America, LoneStar has proven that there truly is only one certainty in business: change will happen.



The Situation

With all of this change, LoneStar was faced with some communications challenges. In 2006, they sought out a company to help provide their Fort Worth, TX call center with technology that could accommodate their organization's growth. LoneStar's communications, with its nationwide client base and workforce of more than 700 drivers, is critical to achieving the firm's goals.

Most Customers are concerned with preserving capital, protecting credit lines, and ensuring they continue to leverage the best technology available as an important business tool and LoneStar is no different. A TAMCO Partner takes the time to understand the needs of all of their clients and they do this by spending many hours conducting in-depth "needs" analyses in order to provide LoneStar with the solution they require – one that addresses Technology, Business, and Finance. This "total solution" provided not only the best technology solution available today, but also a solid implementation plan and a unique financial program to meet all of the potential needs of LoneStar.

The Solution

Recognizing the urgency of the situation, TAMCO's Partner was able to draw on their extensive industry resources to take the project from approval to implementation in just over 60 days. The highlight of the system was LoneStar's new Voice over IP (VoIP) telephony system with call reporting and tracking

capabilities that helps clients and drivers better communicate with the corporate office in Fort Worth, TX. LoneStar has since implemented two of their remote offices with VoIP as well, allowing their agents and users to work from a shared, centralized telephone system no matter where they operate. These advantages will be seen immediately in LoneStar's new Salt Lake City office and their Laredo office, where calls can be answered and/or shared over the company's Wide Area Network (WAN) eliminating long-distance charges from area to area, allowing call reporting from a centralized location, and decreasing costs for expansion into that and other markets.

Pete Trotsky, Vice President of LoneStar Transportation, was enthusiastic in discussing the company's experience stating, "We were provided with a total solution that will provide a substantial cost savings. Plus, this total solution will also provide technology obsolescence protection, allowing us to know that we will always have the latest and greatest technology - without the loss of invested capital tied up in depreciating technology. The TAMCO Shield program also gives us the strongest possible guarantees that Service Level Agreements will be fulfilled at the highest levels."

TAMCO Shield provides a "fee for use" only while the equipment is useful to LoneStar and provides more value and less risk than any other method of acquisition available today.