

Netlink Voice Transforms IT Operations for Southern Pipe & Supply

With Netlink Voice, Southern Pipe Has a Trusted Partner for Network Connectivity and IT Support



Southern Pipe & Supply, a leading distributor of plumbing, HVAC, industrial, mechanical, and waterworks materials, wanted to replace its outdated data circuits with fiber at 130 locations across the U.S. The company needed a more robust IT infrastructure but needed expert help to roll out a multi-location technology upgrade and coordinate with various vendors at each site.

SOUTHERN PIPE & SUPPLY



The Challenge

- ✓ Southern Pipe was looking to upgrade its EarthLink T1 data circuits to fiber at each of the company's 130 locations.
- ✓ With so many sites across the Southeastern U.S., the distributor needed help managing vendors and consolidating billing.
- ✓ The company wanted a partner that could offer extensive IT and technology support beyond connectivity.

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“We consider Netlink Voice an extension of our IT department. They started as our fiber provider, but they're so much more than that – they're a solution provider.”

– **Taylor Dean**

Director of IT, Southern Pipe & Supply

The Action

Netlink Voice stepped in not just as Southern Pipe’s service provider, but as its comprehensive technology partner. Netlink Voice provides the distributor with:



Fiber installation backed by **24/7 network monitoring** and management



Network security, including firewall, hosted VPN, and disaster recovery



Wireless network management and **responsive support**



Phone network management – despite Southern Pipe using a different provider



Billing consolidation for all IT services and vendors across the company’s 130 locations



Troubleshooting for any IT issue that arises, even those unrelated to Netlink’s services



The Results

The partnership between Southern Pipe & Supply and Netlink Voice has ushered in a new era of operational efficiency, network reliability, and strategic IT support. With Netlink’s expertise and support, Southern Pipe has peace of mind knowing it has reliable network support – anytime, anywhere.

Southern Pipe eliminated the need for 1-2 full-time positions dedicated to network management and billing, leading to substantial cost savings.

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It’s great to know that when I go home, Netlink still has someone I can call if there’s an IT issue...even at three o’clock in the morning.”

– **Taylor Dean**

Director of IT, Southern Pipe & Supply