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Rody Kemple  
*Voice Telecom Manager  
Benjamin Moore & Co.*

**Industry:**  
Manufacturing

**Size:**  
1,500 Employees

**Location:**  
Montvale, NJ

**Founded:**  
1883

**Web site:**  
[www.benjaminmoore.com](http://www.benjaminmoore.com)

## Benjamin Moore & Co.

### Customer

Benjamin Moore & Co. has produced quality paint in manufacturing facilities located throughout the United States and Canada since 1883. Today, Benjamin Moore & Co. continues to develop and produce new paint products that utilize their own advanced materials technology. While product offerings have expanded and changed, founder Benjamin Moore's original philosophy for guiding the company remains in effect to this day: a fair deal for everyone, truth in the representation of products, the practice of strict economy, and the exercise of intelligent industry.

### Situation

When it came time to choose a Local and Long Distance provider for their new Clifton, New Jersey warehouse, Benjamin Moore & Co. was faced with an unexpected challenge. "Our previous provider was on strike at the time," explained Voice Telecom Manager Rody Kemple. "We needed to open the warehouse quickly, but had to delay the opening because couldn't get the lines installed."

### Solution

PAETEC was already the carrier for most of Benjamin Moore & Co.'s switched Toll-Free services nationwide, and although PAETEC could not install the circuit until the strike ended, Kemple chose PAETEC. "It seemed our previous provider was on strike every three or four years," Kemple explained. "I had heard good things about PAETEC, despite the fact that they do not advertise. I was looking to try PAETEC's Local and Long Distance services, and our New Jersey warehouse location seemed like a good fit."

**"PAETEC is a carrier with great pricing and customer service – a rare combination in today's telecommunications industry."**

Rody Kemple  
Voice Telecom Manager  
Benjamin Moore & Co.

### Result

Kemple remarked, "PAETEC has been a great replacement for our previous provider's Local and Long Distance services in the New Jersey warehouse. Customer service and implementation have been fast and efficient."

Although Kemple did experience an issue with the ring-to programming after PAETEC ported a group of Toll-Free numbers over from another carrier, the issue was corrected within hours and Benjamin Moore & Co. has been problem-free ever since. Additionally, the company has realized a \$2,500 per month savings in switched Toll-Free costs since they switched to PAETEC.

Benjamin Moore & Co. has no current plans for expansion, but they do plan on continuing use of their current PAETEC services. As Kemple puts it, "PAETEC is a fantastic carrier with great pricing and customer service – a rare combination in today's telecommunications industry."