

## ***Raining Rose Gets More Than Expected Partnering with ImOn Communications***



Raining Rose has been manufacturing private label body care products for just over 15 years now. With 275 employees, the company manufactures and packages products for common brands found on many retail shelves. The team at Raining Rose is focused on growth – improving production line efficiencies, adding new body care products they currently don't handle, even reaching out to smaller companies who could take advantage of Raining Rose's manufacturing processes. The company's primary communication channels with customers, prospects, and potential

partners is via email and phone, and with frequent short turnaround times for large orders, a constant high level of communications is vital to business success.

### ***A big move, a new partner***

In 2012, when Raining Rose was preparing to move into their new 1<sup>st</sup> Ave. building in Cedar Rapids, they saw it as an opportunity to find the ideal business communications partner. The IT team did their homework: "We explored multiple vendors for cost effectiveness and level of service. We found ImOn could give the best speed, most cost effectively," says Brian Allison, Systems Administrator at Raining Rose. The company made the decision to partner with ImOn for telephone service, a fiber Internet Connection and Cable TV service for their office.

### ***A growing partnership***

As the Raining Rose team worked with ImOn, they saw opportunities to expand the partnership. "ImOn provided very thorough service and has been truly engaged in designing solutions that will work for Raining Rose," says Brian. The team worked with ImOn to add a second fiber Internet connection and updated their phone system to voice-over-IP with SIP trunks. "The service expansion with ImOn has allowed us to achieve our data needs and redundancy of data and voice services, which has been very important to us. ImOn's techs have always been available to test things and provide information. It never feels like we're bothering them."

### ***Exceeding expectations***

Even beyond providing the highest quality of service, ImOn Communications commits to "wowing" every customer. And Raining Rose is no exception. "As part of our package with ImOn, we have cable TV service. One day out of the blue, an ImOn tech came in and said they had discovered interference on our line related to a small connector. He proactively showed up to fix the issue when we didn't even know about it!" reports Mr. Allison. As Raining Rose worked with the ImOn team to expand and build redundancy into their communications network, they discovered a need for equipment they didn't currently have. "ImOn lent us equipment for several months until we were able to get the appropriate system updates and support to install our own equipment," says Brian. "To know they were willing to do that was just so important to us. It ensured we got increased reliability from a backup system that much sooner."