



## ***Master Packing and Rubber Company Partners with ImOn Communications to Keep Employees Connected.***

Master Packing & Rubber Company (MPRC) supplies seals, gaskets, and other parts to a variety of manufacturing industries. For some of their customers, the quick turnaround MPRC offers in providing needed parts is crucial when one of their lines is down due to a malfunctioning part. In these situations, it is critical that MPRC's customers be able to reach them and for MPRC employees to be able to communicate customer needs throughout the company so they can respond and keep their customer up and running. That's one reason they find ImOn Communications' Hosted PBX Voice Solution so valuable.

### ***ImOn Communications delivers great value***

MPRC implemented ImOn's Hosted PBX service in December 2019. They immediately saw benefits due to the ability to connect seamlessly with their remote sales personnel and take advantage of some of the specific features of the system. However, when the COVID-19 pandemic hit in early 2020, the company saw even greater value. While MPRC was deemed an essential business and remained open, there were some employees who, due to family health concerns, needed to work from home. The ease with which they were able to transition these employees to a home office, and the seamless manner in which they are able to communicate through the Hosted PBX solution, has provided significant productivity benefits to MPRC.

"We are so glad we were able to offer that option to our employees while maintaining our overall productivity," says Josh Hale, Operations Manager at MPRC. "If those employees weren't able to continue working in such a seamless manner, we would have seen a negative impact. Instead, we have improved efficiencies and maintained a high level of productivity during a challenging time, in great part due to the Hosted PBX Solution from ImOn."

### ***A trusted partner you can count on***

It also doesn't hurt that ImOn's service has been so reliable. "We've had negligible downtime," says Mr. Hale. "I haven't even had to call – if there is a service impact, ImOn responds so quickly we're usually back up within minutes."

