



# Success Stories

Retail Sector

## BLACK KOW

### Challenge:

Black Gold had a need to replace aging telecom infrastructure in a set period of time at a fixed cost budget but did not want to sacrifice quality of service.

### Solution:

Black Gold chose CSM to provide their operation with the required equipment and service with a single point of contact (SPOC) for all its telecom needs at a very competitive cost.

### Benefits:

- The operation now has CSM manage its moves, adds and changes, eliminating the expensive cost of staff labor once incurred with their old system.
- It is estimated that Black Gold has saved over \$5,000 in the course of their service relationship with CSM due to reduced labor hours and cost avoidance.
- Customer service is enhanced significantly with the enterprise grade feature set which enables operators to handle calls efficiently and quickly.



## QUALITY IS WHAT MAKES BLACK GOLD COMPOST COMPANY #1

And Relying on CSM to Provide Quality Telecom Service and Support is What Helps Keep it That Way

Since 1972, Black Gold Compost Co. has been serving Florida and the Southern United States with the highest quality all natural compost from its 20,000 “happily employed” cows. Located in Oxford, Florida, Black Gold has had more than a little trouble finding a tier one service provider that will meet their high service needs 24X7. Enter CSM.

In 2007, Black Gold turned to CSM to provide all of the services that the local telephone company had discontinued offering to firms their size. CSM was able to leverage Black Gold’s existing infrastructure by replacing their in service system with new equipment and provided network optimization services as needed. Over the course of six weeks, CSM upgraded and deployed new technology and services to meet Black Gold’s need and timetable.

Black Kow® is the ultimate in natural recycling. Wherever large numbers of animals are kept in close proximity like a dairy farm, their manure has potential for creating pollution. Removing the manure and naturally composting it, minimizes the potential for pollution. The final product is perfect for improving weak or thick clay-type soils. That is one of the many reasons Black Kow is the number one choice for people who want high quality natural compost - and Black Gold depends on CSM to help keep it that way.