

ONE TECHNOLOGY CALL

PROSPERITY PROMOTIONS CASE STUDY

BACKGROUND

Founded in 1992, Prosperity Promotions is a family-owned promotional products and branding company that helps organizations enhance their visibility through creative marketing solutions and branded merchandise. With more than 150 years of combined industry experience, their team is dedicated to delivering innovative ideas, quality products, and exceptional customer service.

Client Overview

Prosperity Promotions is a Louisville-based promotional products and branded apparel company that helps organizations strengthen their brands through customized merchandise, corporate apparel, awards, giveaways, and marketing materials. Focused on delivering exceptional customer service and creative solutions, Prosperity Promotions partners with businesses of all sizes to help them make lasting impressions with employees, customers, and event attendees.

As a growing business, Prosperity Promotions relies on dependable technology and communications systems to support daily operations and provide the responsive service their customers expect.



Prosperity Promotions & Unified

When Prosperity Promotions relocated its office, ownership recognized it was the ideal opportunity to modernize its technology infrastructure and simplify technology management. The company needed to move its phone system to the cloud, establish reliable internet services, upgrade network equipment, install new cabling, and improve overall IT support.

Like many small businesses, Prosperity Promotions found that managing multiple technology vendors consumed valuable time and created unnecessary complexity. When technology issues arose, determining who to call often delayed resolution and distracted the team from serving customers and growing the business.

“One Call. Complete Technology Support”

Unified Technologies provided a comprehensive solution by serving as a single technology partner for communications, internet connectivity, managed IT services, network infrastructure, and cabling. By consolidating these critical services under one provider, Prosperity Promotions gained a streamlined support experience with one trusted team and one phone number to call for assistance.

Solutions Delivered

Cloud Communications & Connectivity

As part of the office relocation, Unified Technologies migrated Prosperity Promotions' phone system to the cloud and coordinated the implementation of new internet services. The new communications platform provided greater flexibility, improved productivity, and a reliable foundation to support the company's daily business operations.

Managed IT Support

Unified Technologies also assumed responsibility for Prosperity Promotions' IT support needs, providing responsive help desk services and ongoing technology guidance. Rather than managing separate vendors for different issues, the Prosperity team now has a single point of contact for support and quicker access to assistance when technology issues arise.

Network Infrastructure & Cabling

To support the new office environment, Unified Technologies designed and implemented updated network infrastructure, including new cabling and networking equipment. This created a reliable, scalable technology foundation capable of supporting the company's continued growth.

Results

By partnering with Unified Technologies, Prosperity Promotions achieved:

- A single trusted technology partner for communications, IT, networking, and connectivity
- Faster access to support through one centralized point of contact
- Improved productivity through cloud-based communications
- Reliable networking and infrastructure in their new location
- Reduced vendor management and technology complexity
- More time to focus on customers and business growth

"Unified made it simple. One call takes care of everything, allowing us to focus on growing our business instead of managing technology vendors."

— John, Prosperity Promotions