

# Davey Tree towers higher with ABS Communications

## Business needs

Communications support for growing tree and environmental services company

## Networking solution

AT&T Alliance Channel partner ABS Communications provides the expertise and AT&T devices that Davey Tree needs to improve operations.

## Business value

Advice, technical support, responsive service

## Industry focus

Tree services, grounds maintenance, and environmental solutions for residential, utility, commercial, and environmental partners

## Size

\$2 billion company

## About The Davey Tree Expert Company

The Davey Tree Expert Company provides research-driven tree services, grounds maintenance, and environmental solutions for residential, utility, commercial, and environmental partners across North America. Founded in 1880 and with Canadian operations for almost 100 years, Davey is dedicated to creating and delivering sustainable solutions as one of North America's largest employee-owned companies.

## About ABS Communications

ABS Communications features experts in wired and wireless telecommunications services who believe in thorough and excellent customer service. Its customers range from startups to Fortune 500 companies. ABS works to know all its customers and simplify the execution of their important telecommunications projects.

## The situation

At the Davey Tree Expert Company, managing the telecom needs of 12,000 employees is a herculean job. To provide its employees with all the communications tools they need to do their jobs, Davey Tree needed expert advice, equipment, and support.

## Solution

Davey Tree chose ABS Communications, a company with deep expertise in wireless and wireline solutions, to help with its North American communications strategy. As a member of the AT&T Alliance Channel, ABS Communications thoroughly understands AT&T Business solutions and was well-equipped to assist. ABS helped Davey Tree transfer many of its phone lines to AT&T and continues to assist in providing and managing employees' phones, tablets, and other devices.

## Equipping field workers

Davey Tree Expert Company is a \$2 billion company and the ninth largest employee-owned company in the United States. Telecom Manager Kristi Smith said Davey's many service lines include residential, commercial, utility, and environmental consulting. "Our crews work anywhere from the Alaska pipeline to a small cemetery," she said.

Ensuring that all employees have the communications tools they need to do their jobs is a tall order. "I am the voice for our field folks, so if they drop a phone or tablet and break it, or if it's lost or stolen, I'm the person they call," she said. Smith also helps employees set up new devices.

"We order for utility, those folks who are up on poles, and folks who handle residential and commercial accounts. There are many divisions of Davey, and I order and activate devices for all of them."

Smith takes pride in her work and strives to deliver good service to her colleagues. This is especially important to her because Davey is an employee-owned company. "Being employee-owned shapes the business in a huge way," she said. "It brings a different level of pride to the company."

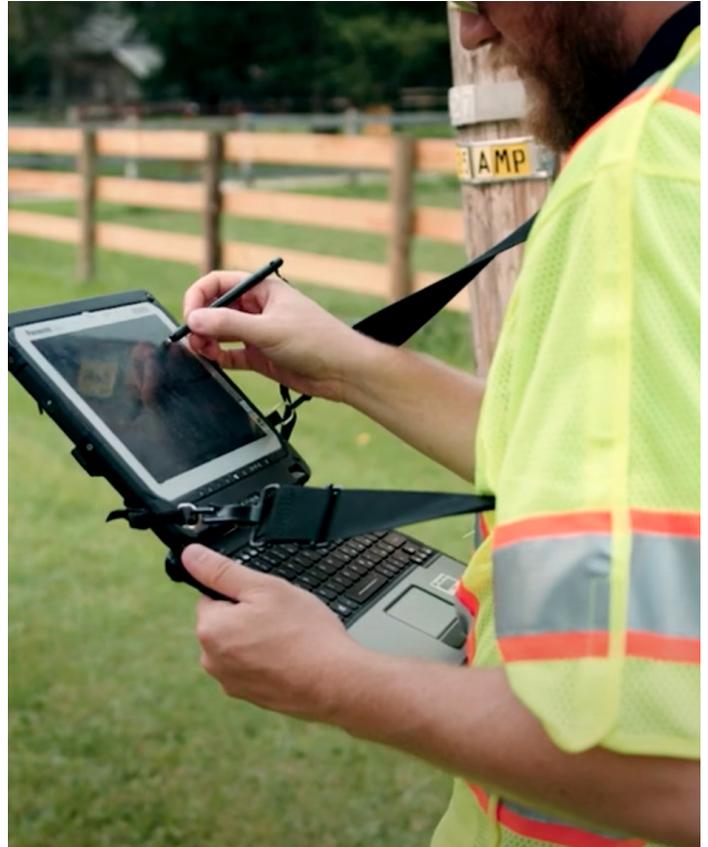
## Seamless support

COVID raised new challenges for companies, and Davey was no exception. During and even after the pandemic, Smith found it more difficult to use portals to assign phone numbers or check pricing. "Calling into technical support can be a bit of a nightmare, especially when I have an end user who's having a problem," she noted.

Fortunately, Davey Tree has developed a relationship with ABS Communications. ABS is a member of the AT&T Alliance Channel, which helps telecom companies supply their customers with next-generation fiber and 5G connectivity.

Smith called ABS Communications when she had trouble with a previous wireless company. "We had a huge number of lines with a carrier, but we couldn't use their portal. They didn't have the support," she said.

ABS helped Davey transfer numerous phone lines to AT&T. "ABS was our support, and we moved thousands of lines to AT&T," Smith said. "It's easy. I know our employees will get the tracking, get their device, and get the help they need. ABS makes that seamless. And I have to say ABS has made it easy for me to give the business to AT&T," Smith said.



**"We make sure that their account is fully taken care of and they have an awesome customer experience with AT&T."**

**Erich Metzger**  
Founder & CEO, ABS Communications

## Simplifying telecom management

Smith relies on ABS Communications to keep the company's crews connected. "We order a lot through ABS Communications. They have been key. We have a main point of contact who is spectacular, so it helps us easily order devices," she said. "They answer all kinds of questions to get everything ordered promptly. If there's any kind of a problem with an activation or the portal, they are always right on it."

ABS Communications started as a mobility-focused organization in 2014 and found immediate success in assisting customers with wireless solutions. Over the years it added wireline assistance and began offering device buyback programs to simplify customers' telecommunications management. Founder and CEO Erich Metzger said ABS has always been exclusively an AT&T solution provider.

ABS customers and AT&T appreciated how well ABS simplified the execution of mobile solutions. ABS was recognized by AT&T as the Rookie of the Year in the AT&T Alliance Channel in 2015. Over the years, as ABS expanded its focus to include wireline solutions to

meet market demand, it was named an AT&T Alliance Channel Partner Silver, Gold, and most recently, an AT&T Platinum Elite Champion.

Metzger is pleased with the company's steady growth. It now employs 40 telecommunications experts and serves a customer base of 22,000. "The true success of ABS is our ability to sustain and grow and adapt with AT&T and our partners and employees. Dedication to hard work is the real success story of our organization," he said.

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**Kristi Smith**  
Telecom Manager, Davey Tree Expert Company





## Outstanding customer experience

Telecom is a vast industry that's growing and shifting rapidly, and Metzger believes customers choose ABS to help them deal with the changes. "Our customers need to be informed and cared for and treated as very important. We treat a two-person shop the same way we treat a Fortune 500 company and make sure that they're educated, at the best network, and getting the best deal," he said. "We give them excellent customer service and great communication. I believe that that's why they choose us."

ABS spent a great deal of time with Davey Tree to understand and help its business. "They have a dedicated network now that can really guarantee that they're ready for any type of emergency. So fast forward here six, seven years later, and Davey is working exclusively with ABS. They engage us first with any type of opportunity that they may have," Metzger said. "They trust that we're going to lead them in the right direction."

Sometimes Davey needs help with tech support, staging and kitting devices, and installing docking stations and other specialty equipment into company vehicles. "We also provide that buyback service as well for devices that need to be recycled," Metzger said. "We make sure

that their account is fully taken care of and they have an awesome customer experience with AT&T."

ABS has moved quickly through the ranks of AT&T Alliance Channel Solutions Partners, achieving top status for the past four years. "I believed in what we did, and the way that we took care of customers wasn't always everybody's vision, but I knew if you stuck to that vision of excelling at customer care, it would pay off in the long run," Metzger said. "And here we are, growing every single day."

Smith at Davey Tree appreciates ABS customer care. "They're always timely and responsible. If I send in an order, I know I can move on to my next task because they'll complete the order and send me an email. I can't say enough about the services of ABS." She is also appreciative of the services AT&T provides Davey. "I think AT&T is phenomenal," she added.

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**Kristi Smith**  
Telecom Manager, Davey Tree Expert Company