



CASE STUDY

Building a Stronger Rail Future



Herzog is an industry leader in railroad construction, maintenance, and operations. Founded in 1969 as an asphalt paving contractor, Herzog has evolved into a trusted name in rail infrastructure with projects spanning North America. From complex rail construction to the operations and maintenance of 17 transit properties, Herzog's specialized equipment and advanced technology deliver real-time insights into rail conditions, empowering data-driven decisions. With more than 2,800 professionals across the U.S. and Canada, Herzog's commitment to safety, innovation, and excellence has consistently earned it top honors in the industry, including recognition among Engineering News-Record's Top 10 Mass Transit and Rail Contractors.

HERZOG

"C1 understands how we work. They respond quickly, they know our business, and they make sure we get it right the first time. That's why we trust them with our most critical infrastructure."

Tyler Steele | Systems Administrator

The challenge: Deploying a net-new cloud calling system on a tight timeline

When Herzog assumed operations for the Hudson-Bergen Light Rail through a joint venture partnership, the team inherited an outdated PRI/PBX telephony system from the previous operator. While Herzog's enterprise had previously transitioned from Cisco Unified Communications Manager (CUCM) to Webex, this particular site had never been part of that migration.

From a technical standpoint, the project represented a net-new deployment—not a system upgrade. The site's legacy infrastructure lacked the scalability, manageability, and reliability required for Herzog's operational standards.

To maintain critical communications and meet an accelerated launch schedule, Herzog needed to design and deploy a new, cloud-based calling environment from the ground up. The solution would need to integrate seamlessly with existing enterprise tools, support hybrid work capabilities, and be implemented without disrupting day-to-day transit operations.

"This site wasn't just a refresh—it was a brand-new build for us," said Tyler Steele, Systems Administrator at Herzog. "We had to stand up an entirely new communications system on a very tight timeline."





The solution: Cisco Unified Communications with C1 Total Care ACI

Herzog partnered with C1 to modernize its communications environment and deploy Cisco Webex, a cloud-based unified communications solution. With C1's Total Care ACI services, Herzog gained a comprehensive deployment plan—covering everything from hardware procurement to configuration, project management, and post-launch support.

"I've worked with C1 for years, and every project just gets better," said Steele. "This was my third Webex deployment with their professional services team, and they always exceed expectations."

C1's team managed every element of the rollout—from number provisioning to hardware delivery and Azure integration—while Herzog maintained operational focus. Weekly check-ins with C1's project manager ensured on-time delivery and zero communication lapses.

"Our C1 engineer was a 10 out of 10," Steele added. "Even when our timelines were tight, he handled everything. On go-live day, we didn't have to make a single support call—that's how smooth it went."

By leveraging C1's engineering expertise and responsive account management, Herzog transformed a traditionally complex setup into a streamlined, cloud-based solution that supports scalability and long-term growth.

The result: Reliable communications and a partnership built for the long track ahead

With C1's help, Herzog successfully launched Cisco Webex, simplifying management and improving system reliability. The company now enjoys unified communication across teams and job sites—reducing complexity while boosting collaboration.

"Webex has been a game-changer," Steele shared. "It's easy to use, integrates with Active Directory, and delivers minimal service interruptions. C1's support has been outstanding every step of the way."

The infrastructure improvements also position Herzog for future projects—such as potential expansions involving thousands of additional employees and new rail operations across the U.S. With C1 as a trusted partner, Herzog can focus on its core mission: building and maintaining safe, efficient rail systems that connect communities nationwide.

"C1 understands how we work," said Steele. "They respond quickly, they know our business, and they make sure we get it right the first time. That's why we trust them with our most critical infrastructure."



C1 makes modernization real—delivering secure, practical solutions for AI-powered collaboration, infrastructure, and security that drive measurable outcomes from day one. Focused on real-world results, C1 combines industry-leading partner technologies with deep expertise across advisory, professional, and managed services. From healthcare and education to government and financial services, C1 designs and delivers solutions that are faster, simpler, and more resilient—turning transformation into tangible value. For more information, visit www.onec1.com