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# Channel Partners

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2015 CHANNEL PARTNERS 360° AWARDS  
A SPECIAL ALL-DIGITAL, GREEN ISSUE



# channel partners

# 360°

**Business Value Awards**  
**2015 Winner Showcase**



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MAR 2015  
channelpartneronline.com



## OPINION

### 3 Editor's Letter: Processes, Products and Possibilities

By Art Wittmann

When I joined Channel Partners in November, the entry submission process was well on its way. Participating in the judging was a great way for me to appreciate the breadth and depth of the engagements taken on by the Channel Partners audience.

## INTRODUCTION

### 5 About Channel Partners 360°

Most awards programs focus on the biggest sales, the biggest revenue, the biggest sales growth. Uniquely, Channel Partners 360° honors solutions providers that are creating business value for their customers with a holistic approach to telecom and IT solutions.

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The judging panel for the annual Channel Partners 360° Awards program included editors from Channel Partners as well as leading technology channel analysts.

## 2015 WINNER PROFILES

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# channel partners

# 360°

## Business Value Awards



The biggest sales. The biggest revenue. The biggest sales growth. Those are legitimate measures of success, but they aren't the only ones. Most awards skip right over innovation, solutions-orientation and customer focus — qualities that should be celebrated. Now, there's an awards program that will recognize those qualities: Channel Partners 360°.

Channel Partners is pleased to continue its awards program that rewards partners of all sizes for creating business value for their customers with converged telecom and IT solutions.

Channel Partners 360° is just for partners — agents, VARs, dealers, systems integrators, MSPs, solutions providers and consultants — that have a well-rounded portfolio and a proven track record of providing holistic technology solutions.

Winners demonstrated this approach with the breadth of their products and services and the variety of their supplier portfolio; plus, they have developed professional or managed services practices and in some cases their own intellectual property in the form of applications or processes.

They also validated their experience with industry and vendor certifications, vendor recommendations, and customer wins and testimonials.

And finally they proved their success with a real-world case study showing how they created business value — from cost savings to increased productivity to revenue gains and time to ROI — for a customer.

Applications were evaluated by Channel Partners editors along with an all-star panel of technology channel experts (Meet the Judges on Page 5) who scored each application with a total of 360 points — 90 each for products/services and company experience and 180 for their case study.

The top 50 applicants were recognized in a dinner ceremony, March 16, at the Spring 2015 Channel Partners Conference & Expo in Las Vegas. Winners also will be featured in various video and digital media included in an Immersion Center at [channelpartneronline.com/360](http://channelpartneronline.com/360).

The 2015 Channel Partners 360° Awards program was underwritten by Verizon.



**MORE INFO**

IMMERSION CENTER  
[ChannelPartners 360°](http://ChannelPartners360.com)

Platte River Networks  
Network Solutions Provider  
Carrier Access  
Black Box Network Services  
Cloud Computing Concepts  
Lumenate Technologies  
Bay Pointe Tech Services  
Data Recovery Services  
Vision Technologies  
Eze Castle Integration

Advanced Technology Consulting  
American Technology Specialists  
Appia Communications  
ATEL Communications  
BlueSky IT Partners  
Breakthrough Technology Group  
Brown Pear Solutions  
Carceron  
Clarus Communications  
Concert Technologies  
Concierge Core Services  
Converged Communication Systems/  
Stratosphere Networks  
CPI Communications  
CRI  
Cygnus Systems  
Eclipse Telecom  
eGroup  
Eitechs Technology Solutions  
Epoch Universal  
eXemplify Group  
Exigo Group  
Framework Communications  
Global Telecom Solutions  
Grabowski Group  
Interface Security Systems  
James Communications Group  
LanYap Networks  
Liquid Networx  
MotherG  
Net@Work  
Netrix  
Opex Technologies  
Preferred Technology Solutions  
Richardson Communications & Consulting  
Sky Technology Group  
Sonoran Integrations  
SynerTel  
TelecomQuotes.com  
Tier3 Technologies  
Total Telecom Management

# meet the judges

## analysts

The judging panel for the 2015 Channel Partners 360° Awards program included editors from Channel Partners as well as technology channel analysts.



**CAROLYN APRIL,**  
DIRECTOR OF INDUSTRY  
ANALYSIS, COMPTIA

[@carolynaapril](#)

**CAROLYN APRIL** joined CompTIA in April 2010 as director of industry analysis after serving as editor for Channel Insider, a publication focused on news, information and resources for IT resellers and system integrators. Prior to that, April was a principal analyst for the Institute for the Partner Education & Development (IPED) and served as executive editor of VARBusiness, an award-winning IT channel print and online publication, and Redmond Magazine, which covers Microsoft technologies and the Microsoft user ecosystem. She also worked in editorial

positions for InfoWorld and for daily and weekly newspapers in Massachusetts. She is a standing member of the Channel Partners Advisory Board.



**HYOUN PARK,**  
PRINCIPAL ANALYST,  
DATAHIVE CONSULTING

[@hyounpark](#)

At Blue Hill Research, Hyoun Park oversees day-to-day research operations, delivery and methodology focused on vendor and technology selection. In addition, Park covers analytics and enterprise mobility technologies as a noted adviser, social influencer and practitioner. Park has been named as a top 10 big data, analytics, and mobility

influencer including quotes in USA Today, the Los Angeles Times and a wide variety of industry media sources. Over the past 20 years, Park has been on the cutting edge of Web, social, cloud and mobile technologies in both startup and enterprise roles. Park graduated with a bachelor's degree in women's and gender studies from Amherst College and earned an MBA from Boston University.



**PAM AVILA,**  
FOUNDER, SIERRA  
SUMMIT GROUP

[@pwavila](#)

Pam Avila, founder of Sierra Summit Group, has an extensive history with both the voice

and data reseller channels. Her channel expertise comes from both managing channel sales organizations and mentoring for seven years a nationwide group of convergence VARs and telecom dealers (CT Pioneers). In addition to managing the Sierra Summit Group, she is the CEO of discussUC.com, an industry resource website, as well as the creator of the UC and UC3 Summit channel events. Avila is the founder and first chairperson of CompTIA's UC Community and currently serves on the community's executive council. She also is a past member of the Channel Partners Advisory Board.



**ANURAG AGRAWAL,**  
CEO, TECHAISLE

[@anuragtechaisle](#)

Anurag Agrawal is a veteran market research executive and industry analyst. He specializes in developing go-to-market strategies for IT vendors and channel community focused on small and mid-market businesses. He frequently writes and advises IT vendors on cloud computing, routes to market, emerging technologies, mobility, big data, virtualization, industry and channel dynamics. Previously Agrawal headed Gartner's worldwide research operations. As a vice president, he managed data collection and analysis for hardware, software and services groups, as well as launched and implemented Gartner's quarterly tracker products and IT Market Databook. He began his market research career with IDC, where he was responsible for launching IDC's quarterly tracker research.



**LARRY WALSH,**  
PRESIDENT AND CEO,  
THE 2112 GROUP

[@lmwalsh2112](#)

Lawrence M. Walsh is CEO and chief analyst of The 2112 Group, a business strategy firm that specializes in improving the performance of technology companies' direct and indirect channels by leveraging proprietary intelligence through qualitative research, market analysis, tools and enablement programs. He founded Channelnomics, a blog about business models and best practices of technology

channels, which was licensed by Incisive Media in July 2014. He remains a contributor on the site. Walsh has spent the last 20+ years as a journalist, analyst and industry commentator. He's previously served as editor of Information Security and VARBusiness magazines, as well as editor and publisher of Ziff Davis Enterprise's Channel Insider. He is co-author of "The Power of Convergence," a book on the optimization of technology utilization through the collapsing and melding of business and technology management.

# media



**ART WITTMANN,**  
CONTENT EDITOR,  
CHANNEL PARTNERS

[@artwittmann](#)

Art Wittmann, Channel Partners content director, has more than 20 years of experience in high-tech publishing. He was the director of InformationWeek Reports, where he oversaw both the business and content of InformationWeek's research and reports business, and has also served as editor-in-chief of Network Magazine, IT Architect and Network Computing. Prior to his work

in IT journalism, Wittmann was associate director of the Computer Aided Engineering Center at the University of Wisconsin, Madison.



**LORNA GAREY,**  
EXECUTIVE EDITOR,  
CHANNEL PARTNERS

[@lornagarey](#)

Lorna Garey is executive editor of Channel Partners. She has been in technology publishing since 1995, when she joined eWeek, and was most recently content director of InformationWeek digital media; previously she was executive editor of Network Computing. Before joining eWeek, Garey served for six years in the U.S. Army as well as on the staffs of several local newspapers. She studied history at the University of Massachusetts and has been the force behind compelling articles and cover designs that have earned industry recognition, including Neal and ASBPE national awards.



**T.C. DOYLE,**  
EXECUTIVE EDITOR, IT &  
CLOUD, CHANNEL PARTNERS

[@tcdutah](#)

T.C. Doyle is the executive editor of IT and cloud for Channel Partners magazine, covering business and industry trends. A writer, editor and video storyteller who has covered the IT industry for more than two decades, he was previously the Editor@Large with Cisco, for whom he ghostwrote "Doing Both," a best-selling thought leadership book. He traveled the world for Cisco in search of stories that captured the social

and technological transformations occurring in the economies of Africa, Latin America, the Middle East and Eastern Europe. A former analyst with Amazon Consulting, Doyle previously worked as the executive editor of VARBusiness Magazine.



**KELLY TEAL,**  
SENIOR EDITOR,  
CHANNEL PARTNERS

[@kellymteal](#)

Kelly Teal is senior editor of Channel Partners magazine. She has held her current role since December 2010. Previously, she was business and regulatory editor. Teal has worked as a journalist including as a reporter for The Associated Press and a local NPR affiliate for more than a decade. She holds a bachelor's degree in liberal studies from Northern Arizona University.



**CRAIG GALBRAITH,**  
SENIOR ONLINE EDITOR,  
CHANNEL PARTNERS

[@craig\\_galbraith](#)

Craig Galbraith is senior online managing editor for Channel Partners. He also heads up network video initiatives. Before Channel Partners, Galbraith spent 11 years in television news as an anchor, reporter and managing editor, the bulk of that coming at KIMA-TV in Yakima, Washington, where he and his news team won numerous awards from the Society of Professional Journalists. Galbraith has a bachelor's degree in communications and political science from the University of Washington in Seattle.



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# PLATTE RIVER networks



## PLATTE RIVER NETWORKS

### WEB

[www.platteriver.com](http://www.platteriver.com)

### CEO/PRESIDENT

Treve Suazo

### YEAR ESTABLISHED

2002

**A full telecom and IT services provider, Platte River Networks (PRN) designs, procures, manages and maintains an entire network infrastructure, helps businesses move or expand, and simplifies and identifies hardware/software solutions.**

### PRODUCTS & SERVICES PORTFOLIO

Platte River Networks can handle just about any telecom or IT project, delivering managed services, disaster recovery, help desk and support, virtualization, security, wireless and remote access solutions, Web design and optimization, and more.

### COMPANY EXPERIENCE

PRN has certifications from Microsoft, VMware, Datto, Dell, IBM, Cisco, McAfee, Trend Micro and more.

### COMPANY SUCCESS (CASE STUDY)

**CUSTOMER/INDUSTRY:** Denver Transit Partners/Commuter Light Rail

### CUSTOMER'S BUSINESS NEED:

Denver Transit Partners, which built the new commuter light rail in the Mile High City, needed a highly available, highly redundant IT infrastructure.

### RECOMMENDED TECHNOLOGY SOLUTION:

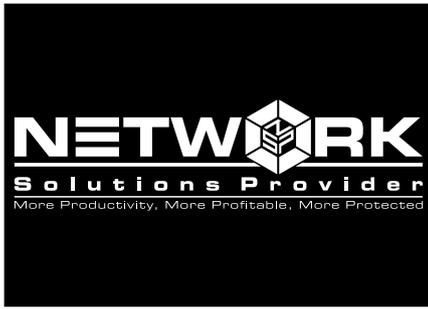
PRN's recommendation included server consolidation of DTP's Exchange, SQL and commuter rail applications into a virtualized infrastructure. Platte River also designed, procured and deployed the delivery to each endpoint and a fully redundant site at the airport data center. It simplified the solution using the latest VMware virtualization technology combined with Dell's high-performance servers, switching and storage. PRN addressed both current needs and growing needs so the light rail can run 24 hours a day, 365 days a year. Platte River also implemented a fast and efficient delivery of all applications and data to each end user and endpoint at the main facility downtown and along the entire line all the way to the airport. It fully replicated the infrastructure at the main site to the airport site so there is no loss of data or downtime. New printers, desktops, laptops and tablets for end users were also part of the deal.

**RECOMMENDED SUPPLIERS:** Dell, VMware, Microsoft (Office 365), Fortinet, Mimecast, Veeam, Synology, HP, Lenovo

### BUSINESS VALUE CREATED FOR THE CUSTOMER:

Business value include infrastructure consolidation, productivity, performance and efficiency improvements, management reduction and overall cost savings.

- **PRODUCTIVITY GAIN:** 30-40%
- **SAVINGS:** 30%
- **TIME TO ROI:** 60-90 days



# NETWORK SOLUTIONS PROVIDER

**WEB**

www.networksolutionsprovider.com

**CEO/PRESIDENT**

Phillip Walker

**YEAR ESTABLISHED**

2005

**With a balanced portfolio of small, medium and large customers, Network Solutions Provider (NSP) is a provider of technology solutions for businesses.**

**PRODUCTS & SERVICES PORTFOLIO**

NSP can deliver just about any IT or telecom service you can imagine, as well as managed and professional services that include consulting, asset recovery, audit and compliance.

**COMPANY EXPERIENCE**

NSP holds certifications from AT&T Cisco, EMC, Windstream, APC, IBM, Microsoft, Lenovo and more.

**COMPANY SUCCESS (CASE STUDY)**

**CUSTOMER/INDUSTRY:** A Terminate Company

**CUSTOMER'S BUSINESS NEED:** With mobile workers, 11 office locations and each location having different vendors and prices, NSP's customer needed consistency across the board. Its phone system was archaic. The company had serious issues getting information from the field to the office and each office reporting the same metrics.

**RECOMMENDED TECHNOLOGY SOLUTION:** NSP created a unified communications network through one vendor, connecting all locations. Then it liquidated all equipment, giving the client a credit to replace it. NSP used Office 365 to get all company computers on the same operating system. It incorporated a cloud to protect all endpoints. Mobile device management and big data collection were also employed.

**RECOMMENDED SUPPLIERS:** MegaPath, Microsoft, Sophos, NEC, Lenovo

**BUSINESS VALUE CREATED FOR THE CUSTOMER:** NSP's deployment allows field techs to work faster and get

information back from the office, freeing up time to see more clients. Operations became more efficient. The cloud system supported by wireless and MDM made the customer more agile. Security was strengthened and business intelligence allowed for a deeper dive into analytics.

- **PRODUCTIVITY GAIN:** 155%
- **SAVINGS:** 74%
- **TIME TO ROI:** 30 days



# CARRIER ACCESS INC.

**Carrier Access is a carrier-neutral organization that works with numerous telecommunications service providers across the United States.**

## PRODUCTS & SERVICES PORTFOLIO

Carrier Access offers network, voice, Internet, data, cellular and managed services. Its professional services include carrier-network consulting, service management, service order management, project management and telecom expense management.

## COMPANY EXPERIENCE

Carrier Access' vendor and industry certifications are from Savvis, CenturyLink, Green Cloud Technologies, Dell, CompTIA, Panasonic, Cisco, Avaya, Microsoft and more.

## COMPANY SUCCESS (CASE STUDY)

**CUSTOMER/INDUSTRY:** Manufacturing

### CUSTOMER'S BUSINESS NEED:

The customer needed IT support and infrastructure. It wanted day-to-day IT support, project support, and infrastructure overhaul and a WAN upgrade.

### RECOMMENDED TECHNOLOGY SOLUTION:

Carrier Access addressed the customer's IT support needs by layering in a fully managed IT support contract where Carrier Access stepped in as the full-time IT company. Based on supporting 300 users, servers and migrations, Carrier Access placed a full-time technician on-site.

Infrastructure needs were addressed through CenturyLink and Carrier Access to provide a managed office solution. This includes a 100x100 Internet circuit, VoIP phone system, Adtran stack networking equipment, hosted exchange and various ancillary software options through the managed office solution.

Carrier Access is engaging with the client to migrate the bulk of its server architecture into the CenturyLink/Tier3 cloud over the newly installed WAN circuit, all while working with the client to build a strong and redundant backup and disaster recovery plan for all servers remaining onsite.

### RECOMMENDED SUPPLIERS:

CenturyLink, Adtran

### WEB

[www.carrieraccessinc.com](http://www.carrieraccessinc.com)

### CEO/PRESIDENT

Brendan Phelps

### YEAR ESTABLISHED

1997

### BUSINESS VALUE CREATED FOR THE CUSTOMER:

The majority of the customer's IT and infrastructure costs were moved to an opex model. By contracting for fully managed IT support, the client expanded its IT employee base to a large and diversely skilled team that is agnostic of business hours, time off and holidays.

By migrating the customer's server infrastructure, Carrier Access reduced capital spend on server hardware. By bundling with managed office, Carrier Access was able to offer a cost-effective solution including bandwidth, hosted Exchange and VoIP phones.

- **PERCENTAGE SAVINGS:** 20%
- **TIME TO ROI:** Expected within 12 months



# BLACK BOX NETWORK SERVICES

**Black Box is a provider of comprehensive communications and infrastructure solutions. As a value-added reseller of platforms and applications from the industry's top manufacturers and a provider of its own line of technology products and services, Black Box designs, builds and maintains today's complex voice and data networks.**

## PRODUCTS & SERVICES PORTFOLIO

Black Box Network Services offers just about every telecom and IT solution imaginable. Its professional-services lineup includes assessment and planning, custom solution design, sourcing and installation, operation and maintenance.

## COMPANY EXPERIENCE

With more than 3,000 technical personnel, Black Box holds a wide array of industry and vendor certifications, including hundreds from Cisco, Avaya and NEC. Black Box also has numerous certifications with Microsoft, ShoreTel, Mitel and others.

## COMPANY SUCCESS [CASE STUDY]

**CUSTOMER/INDUSTRY:** Financial Services

**CUSTOMER'S BUSINESS NEED:** Black Box had a customer in the financial services industry with limited IT resources to support its infrastructure and to manage its vendor

relationships. Faced with the business objective to improve their ability to connect with customers and improve cash flow from increased collections, the company determined that it would need to rely on a third party for design, implementation and support to deliver on its business initiatives.

### RECOMMENDED TECHNOLOGY SOLUTION:

Black Box designed a comprehensive solution that included a cloud-based contact center; a UCaaS solution for more than 500 retail locations; an MPLS network connection for all locations with wireless backup; cloud-based firewall/security; infrastructure cabling refresh; LAN network consultation, design and implementation; network equipment refresh; converged networking monitoring; automated ticketing and around-the-clock NOC support; and more.

**RECOMMENDED SUPPLIERS:** inContact, CenturyLink, Cisco, SolarWinds

**BUSINESS VALUE CREATED FOR THE CUSTOMER:** The holistic managed-services solution greatly increased productivity and efficiency. The customer is now installing

**WEB**  
www.blackbox.com

**CEO/PRESIDENT**  
Michael McAndrew

**YEAR ESTABLISHED**  
1976

a world-class network and cloud-based solutions which are the fabric that will allow it to communicate seamlessly both internally and with its clients. When the MPLS network and UCaaS solutions are fully deployed, the customer will have the ability to transfer callers seamlessly between locations; retail location employees will also be able to log in as call-center agents and make outbound sales calls.

- **CAPEX TURNED TO OPEX:** \$360,000 converted to \$25,000
- **PRODUCTIVITY GAIN:** 18% increase in Live Connects for outbound calling agents





## LUMENATE TECHNOLOGIES

**Lumenate is a technical consulting firm focused on enabling and securing the virtualized enterprise.**

### PRODUCTS & SERVICES PORTFOLIO

Lumenate has knowledge in security, virtualization, storage, networking and collaboration. It designs and implements customized, integrated solutions that enable its customers to transition to a converged infrastructure and enjoy the benefits of virtualization with increased security and scalability.

### COMPANY EXPERIENCE

Lumenate has numerous media accolades as an outstanding channel partner/MSP. It's a Tier 1 partner with some of the largest manufacturers in the world, including Hitachi Data Systems, EMC, Cisco, McAfee and Symantec.

### COMPANY SUCCESS [CASE STUDY]

**CUSTOMER/INDUSTRY:** Western Extralite/Product Distribution

**CUSTOMER'S BUSINESS NEED:** Western's existing network architecture wasn't optimal for its growing business. The company

had relied on DSL/cable VPN connectivity at most of its 18 branch locations for many years following a small frame-relay network in the late 1990s. The cost of upgrading to MPLS from broadband was a concern, especially since many of the branches were located in remote towns. Also, each branch was connected to the PSTN via analog lines so DIDs and advanced voice features were not possible.

### RECOMMENDED TECHNOLOGY SOLUTION:

Lumenate addressed the customer's business requirements with a combination of consulting, CPE and an MPLS network with a centralized SIP deployment.

### RECOMMENDED SUPPLIERS:

AT&T, Cisco, Riverbed

### BUSINESS VALUE CREATED FOR THE CUSTOMER:

The business value created was felt by the entire enterprise and impacted various areas including IT, order fulfillment and customer service. One of the biggest gains was enabling service reps to respond to customer needs more quickly due to improved performance of the ERP and POS. Another area of impact was the IT department. Having a stable MPLS network with

backup has reduced outages and improved time to restore when there is an issue.

- **PRODUCTIVITY GAIN:** 12-15% in the IT department
- **TIME TO ROI:** 11 months

### WEB

[www.lumenate.com](http://www.lumenate.com)

### CEO/PRESIDENT

Reagan Dixon

### YEAR ESTABLISHED

2003



# BAY POINTE TECH SERVICES LLC

**Systems integrator Bay Pointe Tech Services strives to help businesses take control of their IT infrastructure, providing them with the technology solutions they need to address their critical business issues: increasing revenue, managing change, minimizing risk, improving productivity and decreasing the total cost of ownership.**

## PRODUCTS & SERVICES PORTFOLIO

Bay Pointe's service offerings run the gamut of telecom and IT, including a variety of cloud services. The company recently added IP voice — premises-based and hosted — as well as IP camera and access control solutions. Its professional services include ServicePointe, which includes around-the-clock monitoring, problem diagnostics and resolution, basic install and de-install services and more.

## COMPANY EXPERIENCE

Bay Pointe Tech Services holds certifications from some of the biggest vendors in IT, including EMC, Microsoft, IBM, Juniper Networks, VMware and Dell.

## COMPANY SUCCESS [CASE STUDY]

**CUSTOMER/INDUSTRY:** Petitti Garden Center/ Retail Garden Centers and Nurseries

**CUSTOMER'S BUSINESS NEED:** Petitti Garden Center wanted to leverage more managed services and to move from an Internet-based VPN WAN to an MPLS WAN. The company also wanted to replace its aging and diverse phone systems with a new IP PBX solution. Petitti desired a business solution that could grow and scale with the business as well as improve productivity.

**RECOMMENDED TECHNOLOGY SOLUTION:** Bay Pointe leveraged First Communications, XO and Windstream as carrier service finalists for an MPLS, Internet, SIP and network-based firewall carrier solution. Bay Pointe then began a relationship with Allworx to meet Petitti's IP PBX need. The company worked with HP to address the needed switch infrastructure upgrades required to support Petitti's new SIP/VoIP network. Bay Pointe deployed a Barracuda backup solution and brought Petitti's Dell servers under maintenance. It also recommended adding Bay Pointe's data center as a node on the network to support a high-availability

environment that would no longer stress and fail with the loss of a single site.

**RECOMMENDED SUPPLIERS:** Allworx, HP, Barracuda, VMware, Arista, Lenovo, Nimble

**BUSINESS VALUE CREATED FOR THE CUSTOMER:** Petitti was able to eliminate more than \$1,000 per month in payments to its CRM provider, which was charging a premium to manage its up-and-down VPN network and SonicWall firewalls. The savings helped Petitti buy a new IP PBX solution for four of their most critical sites. The overall solution has increased productivity for the company's lone IT guy, providing him a single pane of glass to manage Petitti's network-based firewall as well as for its new IP PBX solution

- **PRODUCTIVITY GAIN:** 20%
- **TIME TO ROI:** Immediate

### WEB

[www.baypointetechnology.com](http://www.baypointetechnology.com)

### CEO/PRESIDENT

Sheryl Wilson

### YEAR ESTABLISHED

1998



# DATA RECOVERY SERVICES

**Data Recovery Services (DRS) is an information technology consulting firm and service provider specializing in cloud services, managed services, data center operations and network infrastructure deployment including local area networks, wide area networks, VoIP and connectivity.**

## PRODUCTS & SERVICES PORTFOLIO

In addition to its many telecom and IT services, DRS operates three state-of-the-art data centers that feature a 100 percent power availability guarantee. Hardware, software and communications infrastructure is powered by the best available technologies and combines a variety of physical and logical security features that make these ideal locations for mission-critical applications.

## COMPANY EXPERIENCE

DRS has a full slate of certifications including those from Cisco, Microsoft, HP, Dell, Citrix, EMC, CompTIA, VMware and more.

## COMPANY SUCCESS [CASE STUDY]

**CUSTOMER/INDUSTRY:** Auto Repair

**CUSTOMER'S BUSINESS NEED:** Data Recovery Services' customer was in the process of upgrading its IT infrastructure, recently purchasing equipment to develop a private cloud to support its operations. The company had also acquired 88 locations which required additional hardware and labor to complete the project across its entire network.

**RECOMMENDED TECHNOLOGY SOLUTION:** DRS was involved in all facets of the customers' IT requirements, including private cloud design, colocation of the private cloud at DRS facilities, ongoing management and support, support desk for the client's end users, a virtualized network with a new platform rolled out to more than 175 locations and hardware procurement.

**RECOMMENDED SUPPLIERS:** Cisco, HP, EMC, VMware, Asigra

### WEB

[www.drslc.net](http://www.drslc.net)

### CEO/PRESIDENT

Mike Meloy

### YEAR ESTABLISHED

2000

**BUSINESS VALUE CREATED FOR THE CUSTOMER:** The solution provided by DRS allowed the customer to meet the required industry standards for data storage and protection at a fraction of the cost. It allowed the client to deploy its capital to develop its store network and brand as opposed to making IT investments in a data center and other non-core overhead IT expenses.

- **SAVINGS:** 25%
- **CAPEX TURNED TO OPEX:** 40%
- **TIME TO ROI:** 18 months



# VISION TECHNOLOGIES INC.

**Vision Technologies is a professional information technology services company that provides a suite of solutions for commercial and government environments.**

## PRODUCTS & SERVICES PORTFOLIO

Vision Technologies' suite of services is separated into four core competencies: technical support/operations and maintenance, network infrastructures, IP-converged technologies and global services.

## COMPANY EXPERIENCE

Vision Technologies' vendor and industry certifications are too many to list, but include those from IBM, Cisco, CompTIA, Microsoft and Juniper Networks.

## COMPANY SUCCESS [CASE STUDY]

**CUSTOMER/INDUSTRY:** Environmental Protection Agency/Government

**CUSTOMER'S BUSINESS NEED:** The EPA needed IT infrastructure management for more than 4,000 end users at 13 sites across the U.S. with three principal tasks: user support; network and server operations and management; and enterprise management and coordination.

## RECOMMENDED TECHNOLOGY SOLUTION:

Vision Technologies provided services to procure, install, implement, manage, provision, maintain, decommission, remove and dispose of IT infrastructure, and complete SAN reorganization and server virtualization. One of the central goals of the project was to achieve EPA's green IT goals and cost efficiencies through server and storage virtualization, and to manage infrastructure from centralized consoles in RTP and LAS.

## RECOMMENDED SUPPLIERS:

DataCore, EMC, Microsoft, Cisco

## BUSINESS VALUE CREATED FOR THE CUSTOMER:

As a result of Vision Technologies' analysis and design, 10 ORD sites were converted to VMware ESX. In addition, several sites' storage was successfully migrated to DataCore SANmelody which provides for an option that increases ROI, decreases TCO and enhances management of unlike systems across a streamlined platform. Virtualized SANs optimize storage use via thin-provisioning. Virtual "thin" storage creates a just-in-time model allowing for strategic oversubscription, eliminates waste due to "silos," and enables a pay-as-you grow approach based on

actual utilization. Storage is combined into large pools that can support many logical volumes. Presented volume sizes can exceed actual storage, so storage purchases can be delayed until additional capacity is actually required. In addition, adding storage to pools is transparent to the servers. Virtualized storage enables true high availability (HA) and seamless migration across storage platforms. At the EPA RTP site, the synchronous mirrors are placed at an off-site location for transparent failover to fully redundant storage (true high availability). Additionally, physical storage units can be easily replaced without application downtime, manual data migration or server reconfiguration.

- **PRODUCTIVITY GAIN:** 62%
- **SAVINGS:** 35%
- **TIME TO ROI:** 2 years

## WEB

[www.visiontech.biz](http://www.visiontech.biz)

## CEO/PRESIDENT

John L. Shetrone Jr.

## YEAR ESTABLISHED

2000

# EzeCastle

## INTEGRATION



## EZE CASTLE INTEGRATION

### WEB

[www.eci.com](http://www.eci.com)

### CEO/PRESIDENT

John Cahaly

### YEAR ESTABLISHED

1995

**Eze Castle Integration is a provider of strategic IT solutions and private cloud services to the hedge fund and alternative investment industries.**

### PRODUCTS & SERVICES PORTFOLIO

Eze Castle offers financial vertical-specific IT solutions that include infrastructure design and management (both in the Eze Private Cloud and on-premises), unified communications, business continuity planning and disaster recovery, archiving, storage and Internet services. These tailored solutions are accompanied by an extensive service organization that provides outsourced IT support, including a 24x7x365 global support desk, project and technology management services, consulting and more.

### COMPANY EXPERIENCE

The company holds certifications from Avaya, Cisco, Citrix, Microsoft, NetApp and VMware.

### COMPANY SUCCESS (CASE STUDY)

**CUSTOMER/INDUSTRY:**  
INDOS Financial/Finance

### CUSTOMER'S BUSINESS NEED:

INDOS Financial required a flexible solution that didn't call for significant upfront financial investment and one that could be deployed quickly and efficiently.

### RECOMMENDED TECHNOLOGY SOLUTION:

INDOS selected the Eze Managed Suite offering, which is powered by the Eze Private Cloud. The Eze Managed Suite provides INDOS with a complete IT solution that includes file services, email, key business applications, mobile services, email security, disaster recovery, unified communications and 24x7x365 all-inclusive support. Additionally, through the Eze Private Cloud, INDOS can meet clients' requirements for data protection and disaster recovery as these features are built into the service. As part of the Eze Managed Cloud platform, clients will benefit from hosting their production environment on highly available, enterprise-level equipment such as NetApp SAN's and Cisco networking equipment located in a Tier II/III facility.

**RECOMMENDED SUPPLIERS:** Cisco, NetApp, EMC, VMware, Arista, CA Technologies, Microsoft, Citrix, eSentire

### BUSINESS VALUE CREATED FOR THE CUSTOMER:

The selection of the Eze Private Cloud has provided INDOS with an enterprise grade IT environment for a fraction of what it would have cost to build an on-premises infrastructure. Furthermore, utilizing the Eze Private Cloud enables the company to focus its attention on revenue-generating activities and removes IT management from its daily agenda.



# ADVANCED TECHNOLOGY CONSULTING (ATC)

**Advanced Technology Consulting (ATC) is an independent telecom agency and consulting firm that strives to remove the business complexities of researching, comparing, procuring, implementing and managing telecommunications and network solutions.**

#### WEB

www.4atc.com

#### CEO/PRESIDENT

Darren DeMartino and David Goodwin

#### YEAR ESTABLISHED

1999

#### PRODUCTS & SERVICES PORTFOLIO

ATC offers professional consultation expertise packaged around cloud technologies (migration and services), voice and data networks, contract negotiation, expense management and business continuity. ATC models its practice and suite of services to help organizations — from the enterprise to the SMB — create business value from IT, cloud and telecom. With strategic technology decisions moving increasingly into the C-suite, ATC has become a trusted adviser and solution identifier for complex IT decisions.

#### COMPANY EXPERIENCE

ATC is a Technology Channel Association (TCA) board member; holds a seat on CompTIA's Technology Convergence Community Executive Council and is on the Cincinnati Bell Technology Solutions (CBTS) partner advisory board and the Masergy Communications advisory board. ATC also

was an inaugural member of the PHONE+ (now Channel Partners) advisory board.

#### COMPANY SUCCESS [CASE STUDY]

**CUSTOMER/INDUSTRY:** LAZ Parking/Parking Operator

**CUSTOMER'S BUSINESS NEED:** To replace legacy services established via an expiring telecom agreement

#### RECOMMENDED TECHNOLOGY SOLUTION:

Cellular optimization, a re-engineered MPLS network, POTS consolidation and broadband improvements/upgrades

**RECOMMENDED SUPPLIERS:** T-Mobile, CMG, Telnes Broadband, GTT and Granite

#### BUSINESS VALUE CREATED FOR THE CUSTOMER:

LAZ saved money after ATC reviewed the company's cellular use and determined that overusage and underusage were rampant and there was no bundling or shared data. A T-Mobile plan solved

that. ATC also got LAZ Parking connected to a Telnes MPLS network, which includes automatic failover and inherent redundancy. It's expected to save the business \$100,000 per year. Through a wireline audit, ATC found that many lines weren't being used. By moving LAZ to a single provider (Granite), the company gets all lines consolidated on one bill. ATC also helped enable machine-to-machine communications for LAZ, getting the new technology installed in parking lots and on parking meters.

- **PRODUCTIVITY GAIN:** 50% on MPLS network, 35% through cellular optimization
- **TIME TO ROI:** 6 months



## AMERICAN TECHNOLOGY SPECIALISTS



# AMERICAN TECHNOLOGY SPECIALISTS (ATS)

### WEB

www.technologyspec.com

### CEO/PRESIDENT

Jeff McDermott

### YEAR ESTABLISHED

2006

**American Technology Specialists, headquartered in Tempe, Arizona, provides a wide range of services, including tailored IT services and solutions for small and medium businesses.**

### PRODUCTS & SERVICES PORTFOLIO

ATS offers managed services, hosted IT, security and VoIP services and more.

### COMPANY EXPERIENCE

The company holds multiple IT industry certifications and vendor certifications from Microsoft, Dell, HP, Cisco and Avaya.

### COMPANY SUCCESS [CASE STUDY]

**CUSTOMER/INDUSTRY:** Peddler's Son Produce/Produce

**CUSTOMER'S BUSINESS NEED:** Peddler's Son wanted a computer refresh and Microsoft licensing, as well as technical suggestions around cloud computing vs. on-premises hardware. They were well aware they needed to upgrade part of their infrastructure but they weren't confident

that their internal staff had the knowledge to propose a solution for the future. A site survey revealed that Peddler's Son was using antiquated analog phones.

### RECOMMENDED TECHNOLOGY SOLUTION:

ATS recommended a new Avaya phone system to give Peddler's Son a tech upgrade and to save the company money.

### RECOMMENDED SUPPLIERS:

ProcureIT allowed ATS to offer its client a complete solution without having to register for the telco as a master agent, and allowed the company to offer software, cloud and hardware solutions for its client.

### BUSINESS VALUE CREATED FOR THE CUSTOMER:

The new phone system was able to tie into the company's ordering system and allow for the recording of phone calls so that orders are accurate. Peddler's Son also was able to dispute the free pick-up and re-delivery of goods if there was a recording of the client

requesting the wrong produce. Offering an end-to-end solution allowed ATS to capture the margin on the telco side in addition to delivering a new phone system, switches, wireless solution, desktops, servers, software and management agreement.

- **TIME TO ROI:** Under 6 months





# ATEL COMMUNICATIONS

#### WEB

[www.atelcommunications.com](http://www.atelcommunications.com)

#### CEO/PRESIDENT

Steve Handelman

#### YEAR ESTABLISHED

1984

**San Diego-based ATEL Communications has been meeting the diverse communications needs of Southern California businesses for 28 years.**

#### PRODUCTS & SERVICES PORTFOLIO

ATEL Communications offers voice, data and cloud services, including its branded CloudConnect Hosted Phone and NEC PBX solutions for small-to-midsize business customers across the U.S. It also offers managed IT, broker services, turnkey hosted phone, cabling and fixed infrastructure.

#### COMPANY EXPERIENCE

ATEL has vendor certifications from Cisco, NEC, Allworx, Polycom and Fonality.

#### COMPANY SUCCESS [CASE STUDY]

**CUSTOMER/INDUSTRY:** Furniture Company

**CUSTOMER'S BUSINESS NEED:** With 36 locations across the western U.S., ATEL's customer was looking to replace an older MPLS network, add Internet in the cloud and VoIP QoS and connectivity from its main location in San Diego to the remote locations where VoIP phones existed.

#### RECOMMENDED TECHNOLOGY SOLUTION:

ATEL recommended Windstream for the customer's network needs using an integrated MPLS and Internet 10 Mb fiber connection at the main location and 1.5 Mb Internet and MPLS at each remote site. ATEL installed a 3.0 MB SIP circuit for voice at the main site and two PRI circuits for redundancy. The company captured all remote phone numbers on the SIP trunks and brought them into the main location. In addition, ATEL set up a call center at the San Diego hub so that all calls could be screened there before any calls were forwarded to the stores.

#### RECOMMENDED SUPPLIERS:

Windstream, Verizon, NEC

#### BUSINESS VALUE CREATED FOR THE CUSTOMER:

ATEL's engineering and design teams worked with Windstream to decentralize the Internet so that each location was pulling its Internet from Windstream in the cloud, sharing a 40 Mb port in the cloud instead of the centralized Internet where service was brought into the main location and then firewalled there. Voice was also brought into the main

location over the SIP and PRI, allowing two diverse technologies to be available for failover. More than \$5,000 was saved on the initial design. Verizon 4G service was added for about the same cost as what the furniture company paid Sprint for 3G.

- **PRODUCTIVITY GAIN:** 50%
- **TIME TO ROI:** 6 months
- **PERCENTAGE SAVINGS:** 25%



# BLUESKY IT PARTNERS

**BlueSky IT Partners is an IT resource-management company focused on telecom and cloud consulting, and global field services. The company offers freedom to CIOs through the use of its services, allowing IT staffs to focus on mission-critical operations.**

## PRODUCTS & SERVICES PORTFOLIO

BlueSky IT Partners combines a full slate of telecom and IT services with professional services that include telecom life cycle management and national field services with project management.

## COMPANY EXPERIENCE

BlueSky has numerous vendor certifications from Cisco, Dell, HP, Microsoft and others. It's also certified as a Women Business Enterprise through the National Women Business Owners Corporation (NWBOC), enabling it to serve government and publicly traded companies.

## COMPANY SUCCESS (CASE STUDY)

**CUSTOMER/INDUSTRY:** Hines Interests/ Global Property Management

**CUSTOMER'S BUSINESS NEED:** Hines needed help quickly. Its MPLS telecom carrier contract was set to expire in less

than 11 weeks. Each of its 87 properties was individually owned and/or managed, and the company needed more autonomy and control for its sites. Hines' requirement was to have the best fiber and last-mile provider for each site, which would mean managing multiple carriers, both pre- and post-install.

### RECOMMENDED TECHNOLOGY SOLUTION:

With its fiber locator map, BlueSky identified the fiber and last-mile carriers for each site and sent out the request for bid to those carriers. BlueSky quoted more than 15 carriers per site with five different technology options. Each property then selected the carrier and solution they preferred to use. BlueSky began the implementation process and was managing four different entities: telecom carriers, corporate IT, regional IT managers and property managers. From the first meeting with corporate management in April to the network completion in June, BlueSky was able to implement 87 sites with 12 different carriers, plus a data center build in 50 business days. The company also provided backup solutions for redundancy as an option at each site.

### WEB

[www.blueskyitpartners.com](http://www.blueskyitpartners.com)

### CEO/PRESIDENT

Meg Toups

### YEAR ESTABLISHED

2008

**RECOMMENDED SUPPLIERS:** ACC, Alpheus, CenturyLink, Cogent, Comcast, Cox, Integra, Level 3, TelePacific, Time Warner Cable, tw telecom, XO Communications

### BUSINESS VALUE CREATED FOR THE CUSTOMER:

The end result was increased bandwidth while maintaining costs at their existing levels. BlueSky's telecom expertise and project management team allowed the VP of IT and her team to focus on their current projects and workloads. BlueSky saved Hines thousands of dollars in travel costs and time by utilizing its field services.

- **PRODUCTIVITY GAIN:** 80%
- **PERCENTAGE SAVINGS:** 88%



# BREAKTHROUGH TECHNOLOGY GROUP (BTG)

**WEB**

www.btgroupinc.com

**CEO/PRESIDENT**

Jeff Kaplan

**YEAR ESTABLISHED**

2007

**BTG, one of AT&T's biggest partners year after year, is a provider of progressive IT and telecom services that help midmarket companies securely grow their businesses.**

PRODUCTS & SERVICES PORTFOLIO

BTG Private Cloud Solutions is a first-of-its-kind cloud service that marries portability and efficiency across all devices in a dynamic, scalable, private and secure architecture. The company's professional services focus on supporting customers in blueprinting, design and implementation.

COMPANY EXPERIENCE

BTG holds industry certifications from Citrix, Microsoft and VMware.

COMPANY SUCCESS (CASE STUDY)

CUSTOMER/INDUSTRY:  
Compliance & Auditing

**CUSTOMER'S BUSINESS NEED:** The customer, which recently spun off from its parent company, had specific applications that needed to separate data from its former parent. The company also needed

a scalable, flexible infrastructure and was looking to take advantage of new technology to service its worldwide mobile workforce.

**RECOMMENDED TECHNOLOGY SOLUTION:**

BTG recommended its Enterprise Plus private cloud foundation to support the customer's needs. This base would establish the company's own dedicated compute layer for BTG to build and support its IT needs as they grow. BTG's private cloud solution allows for the utmost flexibility as the customer's environment is built on physical server blades and includes a hypervisor also dedicated to the client. On top of that, BTG has designed, implemented and is fully managing virtual desktops and dedicated Exchange, and is monitoring the company's applications.

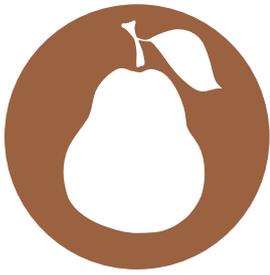
**RECOMMENDED SUPPLIERS:** AT&T, Citrix, Microsoft, VMware, NetApp

**BUSINESS VALUE CREATED FOR THE CUSTOMER:**

The implementation of virtual desktops allowed the customer's entire mobile workforce to access their full desktops from any device, anywhere

in the world at any time. The ability for BTG to provide the solution as opex rather than capex provides tremendous financial value to their bottom line. The customer also lowered its overall cost base since it doesn't need to worry about end-user compute devices, Level 1 help desk and hardware refresh draining its capital. In addition, the customer has a next-generation architecture that allows it to migrate to newer technologies as they need to. The company now has an infrastructure and support for technologies that allow them to be more productive and provides them a distinct competitive advantage in the marketplace.

- **PRODUCTIVITY GAIN:** 75%
- **TIME TO ROI:** 6 months
- **CAPEX TURNED TO OPEX:** 95%



# Brown Pear Solutions



## BROWN PEAR SOLUTIONS

**Brown Pear Solutions is a woman- and minority-owned value-added reseller of data center hardware, software and managed services. The Brown Pear team assists customers with reducing IT capital and operating expenses. It serves SMBs and enterprises across the U.S. and Canada in many vertical markets.**

### PRODUCTS & SERVICES PORTFOLIO

Brown Pear offers cloud services, consolidation, virtualization, networking, security, archiving, managed services, storage and productivity solutions.

### COMPANY EXPERIENCE

Brown Pear Solutions is an OMWBE Certified Woman-Owned Business and a member of the NWMTN Minority Supplier Development Council.

### COMPANY SUCCESS (CASE STUDY)

**CUSTOMER/INDUSTRY:** Callison LLC/Architecture & Design

**CUSTOMER'S BUSINESS NEED:** Callison was looking for an unbiased consultant to help upgrade its infrastructure, as well as the right technical skills to implement these new solutions. The company needed the new IT environment to be scalable, reliable,

secure and able to support data, document and drawing storage, as well as sharing across the global enterprise. Callison had significant IT challenges: large CAD/CAM files, an outdated network and storage infrastructure, and a hard time keeping up with day-to-day requirements. On top of that, downsizing forced the remaining staff to spend much of their time putting out fires, limiting their ability to fix underlying problems or plan for future improvements.

### RECOMMENDED TECHNOLOGY SOLUTION:

Brown Pear replaced Callison's outdated network and storage infrastructure and space constraints in the data center by installing a new Storage Area Network. The Brown Pear team deployed server blades; set up and configured replication of 10GB links from the blades to the Storage Area Network; implemented virtualization and software to solve inadequate network security; and more.

### RECOMMENDED SUPPLIERS:

Dell, HP, VMware

### WEB

[www.brownpearsolutions.com](http://www.brownpearsolutions.com)

### CEO/PRESIDENT

Jennifer Brown

### YEAR ESTABLISHED

2010

### BUSINESS VALUE CREATED FOR THE CUSTOMER:

Brown Pear reduced Callison's energy costs, management costs and time to deploy. Improved architecture allowed the customer to see in real time how the data center environment was performing. Customer care improved by allowing help desk to manage and complete trouble tickets more quickly. Callison now enjoys worldwide secure access to its document and image archive, peace of mind as a result of built-in redundancy, plus more time for IT staff to drive business innovation rather than maintaining and supporting platforms and tools.

- **PRODUCTIVITY GAIN:** 60%
- **TIME TO ROI:** 1 year



# CARCERON

**WEB**  
www.carceron.net

**CEO/PRESIDENT**  
Chad Massaker

**YEAR ESTABLISHED**  
2002

**Carceron Systems Group provides a fast-acting, competent outsourced IT department for businesses that are: sick of the current IT service provider's lack of performance; sick of having in-house IT guy(s) that are incompetent, slow to fix things and sometimes just plain creepy; outgrowing their current IT provider; or in need of strategic IT consulting on everything from on-premises infrastructure, cloud, VoIP and HIPAA compliance.**

## PRODUCTS & SERVICES PORTFOLIO

Carceron offers managed services and a suite of professional services that includes network and security audits, project implementation and management, strategic consulting, security consulting and cloud-readiness consulting.

## COMPANY EXPERIENCE

Carceron is one of only three companies in the state of Georgia to hold CompTIA's MSP Trustmark and Security Trustmark. It is also Microsoft and VMware certified. All employees at Carceron are trained and certified on HIPAA compliance.

## COMPANY SUCCESS [CASE STUDY]

**CUSTOMER/INDUSTRY:** Jordan & Skala Engineers/Engineering

**CUSTOMER'S BUSINESS NEED:** Jordan & Skala needed to cut the cost of its email communications while finding a way to handle large attachments for the many drawings they work with. The company also needed to archive all email correspondence. Concerns about managing office licensing also arose.

### RECOMMENDED TECHNOLOGY SOLUTION:

Carceron recommended moving Jordan & Skala over to the Office 365 E1 plan and using OneDrive for Business for online file storage and attachment sharing of large files. Carceron also implemented

an email archival system, all of which saved more than \$3,000 per month over the company's existing solution.

**RECOMMENDED SUPPLIERS:**  
Microsoft, Migration Wiz, Sonian

**BUSINESS VALUE CREATED FOR THE CUSTOMER:** Jordan & Skala Engineers now is able to save \$36,000 per year. The company has larger mailboxes and the ability to send very large attachments via email. The company later learned it could simply acquire an Office license by upgrading to the E3 plan.

- **PERCENTAGE SAVINGS:** 25%
- **CAPEX TURNED TO OPEX:** 20%



Cloud | Data | Phone Systems | Voice



# CLARUS COMMUNICATIONS

**WEB**

www.clarusco.com

**CEO/PRESIDENT**

Chris Torbit

**YEAR ESTABLISHED**

2001

**Clarus Communications is a comprehensive technology services firm committed to helping its clients improve upon and achieve their technology objectives.**

**PRODUCTS & SERVICES PORTFOLIO**

Clarus Communications team members are experts in telecommunications, IP phone systems, storage and cloud technologies. The company offers consulting professional services as well as implementation and support services after the sale based on a client's IT objectives.

**COMPANY EXPERIENCE**

Clarus has cloud sales certifications with CenturyLink and Windstream. The company also holds several phone system sales and service installation certifications from Workspace, Star2Star, Digium and Allworx.

**COMPANY SUCCESS (CASE STUDY)**

**CUSTOMER/INDUSTRY:** Bridgeway Behavioral Health/Addiction & Treatment

**CUSTOMER'S BUSINESS NEED:** Bridgeway had previously implemented a cloud phone and IT solution which was not working as it had hoped. Bridgeway has 13 locations

and several times a week each location was down, sometimes several hours at a time. The company was desperately looking for help in providing its 200 team members with a better technology experience.

**RECOMMENDED TECHNOLOGY SOLUTION:**

Clarus put together a comprehensive solution set that brought together all the needs of the organization. It included desktop and phone system support, cable service for Internet backup and new MPLS voice with managed network security. Clarus Communications provides an additional support layer (pre-sales, implementation and post support) for this client for all aspects of technology.

**RECOMMENDED SUPPLIERS:**

Windstream, Charter Business

**BUSINESS VALUE CREATED FOR THE CUSTOMER:**

Business value created in this deployment was obtained across many fronts. With the upgrade in the customer's internal infrastructure (new switches), there was a significant decrease in the number of IT tickets. This translates into productivity and efficiency gains. On the Internet (WAN) infrastructure,

Bridgeway saw another significant gain in productivity with the increase in Internet speed. With a network-based firewall, the client also saw a significant decrease in FTE hours since it found an easier way to manage the firewall and security.

- **PRODUCTIVITY GAIN:** 30-35%
- **CAPEX TURNED TO OPEX:** 85%
- **TIME TO ROI:** 11 months



# CONCERT technologies



## CONCERT TECHNOLOGIES

**Concert Technologies provides complete management and technical support solutions with on-site, local technicians for all aspects of technology deployments and maintenance nationwide and internationally.**

### PRODUCTS & SERVICES PORTFOLIO

Concert Technologies specializes in deploying multiple products and services at once — in multiple locations — for customers in government, commercial and wholesale markets. The company's technology experience ranges from metro Ethernet site readiness, data center support services and Wi-Fi services, to large-scale POS, circuit and hosted/premises-based VoIP.

### COMPANY EXPERIENCE

Concert Technologies has more than 30 BICSI Certified Registered Telecommunications Project Managers (RTPMs), which helps it effectively manage compliance issues in just about any industry and jurisdiction. In addition, Concert has in-house — or access to — many levels of Cisco, Avaya, APC, Juniper, Fluke, Adtran, Brocade and other industry leading certifications and experience via its certified partner network. Lastly, Concert Technologies holds a Department of Defense federal facility security clearance which provides it the ability to complete federal secured work.

### COMPANY SUCCESS [CASE STUDY]

**CUSTOMER/INDUSTRY:** Fortune 500 Company/Finance

**CUSTOMER'S BUSINESS NEED:** Concert's customer was experiencing challenges with maintaining and deploying multiple technologies across 800+ sites. Projects were taking longer and there was a lack of continuity on how technologies were being managed and implemented, which increased time to complete changes, upgrades/refreshes and trouble resolution. Many decisions were decentralized and technicians were travelling from site to site. The company knew it needed to consolidate and standardize across the board on processes and technologies.

### RECOMMENDED TECHNOLOGY SOLUTION:

Concert Technologies collaborated with the organization and helped it standardize the processes by outsourcing the management of all its on-site technology deployments, site maintenance, troubleshooting, refreshes, end-of-life equipment recycling and moves to Concert.

### WEB

[www.concerttech.com](http://www.concerttech.com)

### CEO/PRESIDENT

Dennis Mazaris

### YEAR ESTABLISHED

1995

**RECOMMENDED SUPPLIERS:** Concert utilized many of its core suppliers and local Concert certified partners in each market where the company offices were located.

**BUSINESS VALUE CREATED FOR THE CUSTOMER:** Concert assisted the financial company in developing an IT modernization and maintenance program. Concert provided a dedicated BICSI Registered Telecommunications Project Manager, who leveraged a team of Concert Project Facilitators to provide centralized management and process and quality standardization across all of the company's sites and projects. This change allowed for increased productivity gains by allowing the company to focus on its core strengths, including the security and integrity of its networks and systems; providing a baseline for future strategic infrastructure decisions; improving service, support and response time to each remote office; and more.

- **PRODUCTIVITY GAIN:** 50%
- **TIME TO ROI:** Immediate



**CONCIERGE  
CORE SERVICES**



# CONCIERGE CORE SERVICES

**Concierge Core Services is a master agent and client-centric sales company that provides specialized hosted services that add value through innovative support systems and programs to help businesses assess, find and implement integrated IT and telecom services to meet specific business objectives.**

## PRODUCTS & SERVICES PORTFOLIO

Customers can get just about any IT or telecom service through Concierge, as well as professional services that include contract inventory, bill analysis, service escalation, billing escalation and communication and technology reporting, as part of its Effective Client Management System (ECMS).

## COMPANY EXPERIENCE

Concierge's many certifications include the Executive Certificate of Business Agility, CompTIA Channel Manager Certification, Workgroup Computing Certification and Small Business Specialist Certification.

## COMPANY SUCCESS (CASE STUDY)

**CUSTOMER/INDUSTRY:** Health Care

**CUSTOMER'S BUSINESS NEED:** The customer asked for an analysis of its MPLS environment that consisted of four providers in six states. A unique aspect

of the network architecture was that a different provider utilized this MPLS network to deploy VoIP services in a hosted environment. The goal was to consolidate the MPLS network providers down to one that could provide ongoing monitoring of the network and be able to integrate with the VoIP provider's network.

### RECOMMENDED TECHNOLOGY SOLUTION:

After a review of existing contracts and providers, the client ultimately chose tw telecom as its replacement MPLS provider. Concierge negotiated a master services agreement and related service level agreement. One of the providers' MPLS contracts had enough contract term in effect that termination liability made it cost-prohibitive to just cancel those circuits to make way for the new, consolidated provider. Concierge was able to negotiate installation of new services with that provider at the client's new corporate office, which negated the termination liability and allowed those sites that were under contract by that MPLS provider to be free to move to the new provider. Concierge engaged with the client throughout

the implementation process and ongoing management of the client's MPLS provider's relationship. It also worked with the VoIP provider's team on each of the sites' transitions to the new MPLS provider even though Concierge did not represent that VoIP provider for this client. Concierge eventually became the agent of record for the VoIP services.

### RECOMMENDED SUPPLIERS:

tw telecom, Sprint, AT&T, XO Communications, CenturyLink, Level 3 Communications, Telesphere

### BUSINESS VALUE CREATED FOR THE CUSTOMER:

The new MPLS contract saved the customer money and freed up its IT team to focus on neglected projects.

- **PRODUCTIVITY GAIN:** 20%
- **PERCENTAGE SAVINGS:** 45%
- **TIME TO ROI:** 12 months

#### WEB

[www.conciergecs.com](http://www.conciergecs.com)

#### CEO/PRESIDENT

Clark Atwood

#### YEAR ESTABLISHED

2001



# CONVERGED COMMUNICATION SYSTEMS & STRATOSPHERE NETWORKS

**One company with two brands: Converged Communication Systems focuses on telephone systems, video and unified communications; Stratosphere Networks is a managed IT services provider with a core focus on monthly flat-rate IT support plans for SMBs.**

## PRODUCTS & SERVICES PORTFOLIO

The two brands complement one another. While Converged has its roots in telecom, Stratosphere not only offers managed services, it also provides virtualization, business continuity and disaster recovery, consulting, data center and email migrations, and more.

## COMPANY EXPERIENCE

Converged and Stratosphere hold UC/telecom certifications from Avaya, Cisco, Lifesize, Polycom and Blue Jeans Networks, as well as IT certifications from Citrix, Microsoft, VMware, Dell, HP, Google and more.

## COMPANY SUCCESS [CASE STUDY]

**CUSTOMER/INDUSTRY:** Financial

**CUSTOMER'S BUSINESS NEED:** The customer needed reliable, highly available and resilient applications and servers without jeopardizing performance.

### RECOMMENDED TECHNOLOGY SOLUTION:

Converged/Stratosphere's strategic design was to move most of the company's premises-based servers and infrastructure to the cloud, while keeping one server on premises. CCSN also provided a new, on-premises PBX that it fully managed and supported. A BC/DR solution was part of that. Included in the package was a wide-area network. Citrix and VMware technology was moved to the data center/ cloud and thin clients were put on premises

### WEB

[www.convergedsystems.com](http://www.convergedsystems.com)  
[www.stratospherenetworks.com](http://www.stratospherenetworks.com)

### CEO/PRESIDENT

Steve Melchiorre/Kevin Rubin

### YEAR ESTABLISHED

2003/2010

at six national sites. CCSN kept a domain controller server on premises for redundancy.

### RECOMMENDED SUPPLIERS:

Windstream, Comcast, Cox, Time Warner Cable, VMware, Google

### BUSINESS VALUE CREATED FOR THE CUSTOMER:

Reliability, redundancy, continuity, less hardware on premises, all fully managed by Stratosphere Networks.

- **PRODUCTIVITY GAIN:** 140%
- **CAPEX TURNED TO OPEX:** 72%
- **REVENUE GAIN:** 28%
- **TIME TO ROI:** 9 months



# CPI COMMUNICATIONS

**Master agent CPI Communications, with its design, network and cloud engineers, helps its customers build a unique IT and telecom solution designed around their specific business needs.**

## PRODUCTS & SERVICES PORTFOLIO

CPI can deliver the full range of telecom and IT services, plus professional services designed to meet a diverse range of customer needs, from the first step to the last mile.

## COMPANY EXPERIENCE

CPI holds certifications from Cisco, Adtran and Savvis.

## COMPANY SUCCESS (CASE STUDY)

**CUSTOMER/INDUSTRY:** Iowa State Fair/Entertainment

**CUSTOMER'S BUSINESS NEED:** The Iowa State Fair needed a huge bandwidth increase to meet the increasing need for connectivity to POS systems for each vendor booth. This issue, coupled with the annual vendor request to have Wi-Fi available as the cellular data service, was saturated during the fair due to the significant increase in the people

using cell service. The existing public Internet service wasn't going to cut it. An antiquated PBX and the price the Iowa State Fair was paying for DSL were also problematic.

### RECOMMENDED TECHNOLOGY SOLUTION:

CPI stepped in as a trusted advocate to pursue and support a robust, reliable network and telecom solution that would meet both the fair's immediate and long-term requirements. Due to increasing demand year after year for high-capacity Internet access, CPI began working closely with a local VAR whose core business was wireless network and phone equipment sales, installation and support. By combining the knowledge resources of the equipment vendor and CPI in-house engineering staff, the customer's needs were broken into two parts: network and phone system/wireless equipment. The VAR recommended a large wireless network be implemented and CPI suggested a dual-entrance fiber solution that would be delivered from two separate carriers served by the same wiring, but with each circuit provisioned into different network

### WEB

[www.cpitelecom.net](http://www.cpitelecom.net)

### CEO/PRESIDENT

Cale A. Perry

### YEAR ESTABLISHED

1997

equipment in an effort to minimize the single point of failure. The VAR also recommended a new phone system capable of supporting SIP for local dial tone and analog-line POS systems. CPI was able to identify a cost-effective voice solution that was scalable to meet the call volume at the fair.

### RECOMMENDED SUPPLIERS:

Mediacom, Enventis

### BUSINESS VALUE CREATED FOR THE CUSTOMER:

The Iowa State Fair was able to buy a brand-new phone system for the entire fairgrounds after one year of savings on telecom expenses. CPI found a provider that would suppress billing for 11 months on fiber in exchange for advertising.

- **PRODUCTIVITY GAIN:** 88%
- **PERCENTAGE SAVINGS:** 86%





# CYGNUS SYSTEMS INC.

**WEB**  
www.cygnus-sys.com

**CEO/PRESIDENT**  
Alex Burkulas

**YEAR ESTABLISHED**  
1989

## Cygnus Systems provides Michigan businesses with a multitude of IT services and solutions.

### PRODUCTS & SERVICES PORTFOLIO

Cygnus Systems utilizes IT support services, data security solutions, network services, cloud services, carrier services, VoIP telephony systems and application/Web development in order to help businesses function. Cygnus also provides Microsoft 365 service, on-site computer service and technical service assistance.

### COMPANY EXPERIENCE

Cygnus Systems has certifications from Microsoft, Cisco, Allworx and Windstream. Its top IT and telecom suppliers are Microsoft, Cisco, VMware, Dell, HP, Windstream, Allworx, Comcast, AT&T and US Signal.

### COMPANY SUCCESS [CASE STUDY]

**CUSTOMER/INDUSTRY:** City of Lincoln Park/Municipality

**CUSTOMER'S BUSINESS NEED:** Lincoln Park needed to centralize its voice and data systems as well as consolidate its voice and telephony services.

#### RECOMMENDED TECHNOLOGY SOLUTION:

By implementing an MPLS system, Cygnus Systems was able to effectively connect each of the city's departments, upgrade its telephony systems to an advanced VoIP system and also upgrade its network infrastructure and data systems.

#### RECOMMENDED SUPPLIERS:

Windstream/Allworx, Microsoft

### BUSINESS VALUE CREATED FOR THE CUSTOMER:

Cygnus was able to save the customer more than \$4,000 per month over what it was paying before.

- **PRODUCTIVITY GAIN:** 50+%
- **SAVINGS:** 40%
- **CAPEX TURNED TO OPEX:** 22%
- **TIME TO ROI:** 2 months



# ECLIPSE TELECOM

**WEB**  
www.eclipse-telecom.com

**CEO/PRESIDENT**  
Dave Dyson

**YEAR ESTABLISHED**  
2009

**Eclipse Telecom is a provider of enterprise telecom management solutions, focusing exclusively on improving the business outcomes related to communications for clients in 40 states and 31 countries. Eclipse works to bridge the gap between its clients and their carrier partners by developing strategic partnerships to save the clients time, while ensuring they receive the right technology at the best price.**

## PRODUCTS & SERVICES PORTFOLIO

Eclipse Telecom provides telecom life cycle management services, telecom expense management (TEM), and carrier-agnostic procurement services to enterprise clients. The Eclipse team becomes part of the client's IT team bringing together people, robust technology and a deep knowledge of the telecom space to change the business outcomes customers get from their telecom spend and technologies.

## COMPANY EXPERIENCE

Eclipse Telecom's entire operations team is CTP certified. The leadership team members are all graduates of the Junto Institute for Entrepreneurial Leadership.

## COMPANY SUCCESS [CASE STUDY]

**CUSTOMER/INDUSTRY:** Walsh Construction/General Contractor

**CUSTOMER'S BUSINESS NEED:** Walsh Construction wanted to reduce costs within its mobile environment while increasing visibility and process control.

### RECOMMENDED TECHNOLOGY SOLUTION:

Eclipse determined Cellular Optimization to be the best fit for Walsh's needs. Cellular Optimization's system uses sophisticated algorithms, a unique aggregate database, implementation and auditing processes, and APIs with wireless carriers to reduce spend. Their tools are used to optimize Walsh's environment on an ongoing basis. The optimization modifications are

submitted to the carrier's electronically and audited for accuracy down to the penny. Every change is tracked and if the carrier does not process it properly, the software automatically seeks bill credits and request the change to be completed properly. Additionally, these modifications don't affect service, which means there is no change to the end-user features or experience. All of the savings achieved for Walsh were done so without changing carriers.

**RECOMMENDED SUPPLIERS:** Cellular Optimization

**BUSINESS VALUE CREATED FOR THE CUSTOMER:** Total annual savings via the deployment of this solution is approaching \$1 million.



## EGROUP

**eGroup provides cloud, application and end-user computing services to businesses across the Southeast.**

**WEB**

www.egroup-us.com

**CEO/PRESIDENT**

Mike Carter

**YEAR ESTABLISHED**

1999

**PRODUCTS & SERVICES PORTFOLIO**

eGroup's many products and services include data backup, recovery, virtualization, storage environments, hosted desktops and applications, business intelligence, analytics and VDI.

**COMPANY EXPERIENCE**

eGroup's certifications come in bunches. Many are from EMC, VMware, Cisco, Trend Micro and others.

**COMPANY SUCCESS [CASE STUDY]**

**CUSTOMER/INDUSTRY:** St. Joseph's/Candler Hospital System/Health Care

**CUSTOMER'S BUSINESS NEED:** St. Joseph's/Candler Hospital System was preparing for a significant EMR upgrade and looking to improve application and desktops delivery to their physicians, who wanted more flexibility as a mobile

workforce. The business also sought a solution to reduce cost and improve IT and end-user productivity.

**RECOMMENDED TECHNOLOGY SOLUTION:**

eGroup's recommendation included implementing VMware's Horizon View, leveraging the hospital's existing investment with VMware and single sign-on solution "Healthcast" to enable quick and efficient login times for the physicians.

**RECOMMENDED SUPPLIERS:**

VMware, Fusion-io

**BUSINESS VALUE CREATED FOR THE CUSTOMER:**

The VDI project implemented by eGroup has saved St. Joseph's/Candler Hospital System significant time and money, while enhancing security. SJCHS embarked on the VDI rollout in parallel to deliver the new EMR to physicians anywhere, anytime on any device. The VDI rollout leverages the hospital's investment in Healthcast Single Sign-On solution increasing the physician's efficiency in patient care. With the data center in place and operating, SJCHS can

now centrally deploy updates/upgrades and manage performance utilizing central management administration rather than having to perform at each endpoint device. All of this improves security by housing data behind the data center's firewall rather than on an endpoint and enables better isolation and controls over the complete environment. With 1,500 concurrent desktops in place, SJCHS has saved significant money when comparing to the average purchase and lifespan of a laptop device.

- **SAVINGS:** \$500,000 over 3 years
- **TIME TO ROI:** Immediate



# EITECHS TECHNOLOGY SOLUTIONS

### WEB

www.eitech.com

### CEO/PRESIDENT

Jim Mazzarella

### YEAR ESTABLISHED

2010

## Eitech's Technology Solutions designs and integrates services for mid-level and enterprise class customers.

### PRODUCTS & SERVICES PORTFOLIO

Eitech's builds custom computer hardware, designs and installs professional A/V systems, and builds multisite WAN/LAN solutions. The company's portfolio includes unified communications, Ethernet services, security, disaster recovery, virtualization and more.

### COMPANY EXPERIENCE

Eitech's holds certifications from Microsoft, Intel and Comcast, and is a top producer for Intelisys.

### COMPANY SUCCESS (CASE STUDY)

**CUSTOMER/INDUSTRY:** Symphony Post Acute Care Network/Long-Term Health Care

**CUSTOMER'S BUSINESS NEED:** Symphony Post Acute Care Network, experiencing rapid growth, asked Eitech's to expand on its deployment of Ethernet and customer touch-screen hardware systems from a year ago to take it to the next level of communications.

### RECOMMENDED TECHNOLOGY SOLUTION:

After taking home CP360 gold in 2014 for its work with Symphony, Eitech's built upon that foundation, maximizing ROI and optimizing the way that its client does business. Utilizing surplus Comcast fiber bandwidth, Eitech's partnered with Star2Star to provide a cloud-managed, SIP-based voice network solution that is allowing Symphony to modernize and unify its voice services throughout all of the facilities they manage. Eitech's also launched two new custom computing solutions — a ruggedized, 12-inch Windows 8 tablet, and a 24-inch, executive/physician EMR POC kiosk to support efforts to provide the highest level of service possible to patients.

### RECOMMENDED SUPPLIERS:

Comcast Business, Intel/Microsoft/ECS/ASI, Star2Star, Polycom, Grandstream, Cisco

### BUSINESS VALUE CREATED FOR THE CUSTOMER:

By replacing legacy, on-premises PBX hardware and overpriced service billing, Symphony expects to see a reduction of almost \$1.2 million dollars in telco expenses within the first 24 months with this new system. In addition, the company will be deploying over 3,000 new Polycom VVX handsets, 60 Grandstream FXO devices and hundreds of DECT air phones under a

managed services contract that no longer requires Symphony to continue spending \$275,000 per year maintaining, replacing or repairing voice systems and hardware. Between the \$680,000 Symphony saved on Comcast Fiber services last year and this new solution, Eitech's expects the customer to hit \$2.5 million dollars in savings by 2016.

- **SAVINGS:** 50%
- **TIME TO ROI:** Less than 60 days per facility



# EPOCH UNIVERSAL

**WEB**

www.epochuniversal.com

**CEO/PRESIDENT**

Paul Harrold

**YEAR ESTABLISHED**

2004

## Epoch Universal is an end-to-end IT solutions provider.

### PRODUCTS & SERVICES PORTFOLIO

Epoch Universal provides life cycle services for unified computing systems and network security including NAC, data center fabric switching, MSFC, ASA and Pix configurations. The company also offers Aruba Wireless, VMWare and SAN storage solutions, load balancers, intrusion detection systems, VPN and enterprise level LAN/WAN solutions. In addition to its standard UC and network and security practices, Epoch has added storage, virtualization and managed-services practices.

### COMPANY EXPERIENCE

Epoch Universal holds industry certifications in security, unified communications, data center networking infrastructure, storage and more. It's certified in Aruba, NetApp, EMC, VMware, Cisco and Symantec products, just to name a few.

### COMPANY SUCCESS [CASE STUDY]

**CUSTOMER/INDUSTRY:** Red Bull/Entertainment

**CUSTOMER'S BUSINESS NEED:** Red Bull needed someone to design and deploy a network to support its Stratos project at the Roswell Industrial Air Center.

**RECOMMENDED TECHNOLOGY SOLUTION:** Epoch Universal provided the core network infrastructure and wireless networks for the project. Red Bull took over part of the Roswell Air Center and had an Internet pipe brought into an aircraft paint hangar a mile away from the complex that was built for mission control. Epoch deployed a wireless gig point-to-point shot from the aircraft paint hangar to the hangar that housed the space capsule and the mission-control complex.

**RECOMMENDED SUPPLIERS:** Aruba, Bridgewater

**BUSINESS VALUE CREATED FOR THE CUSTOMER:** The complex supported BBC, National Geographic, government agencies, hospitality tents and mission control. The network was configured to support data feeds from the space capsule with the highest priority, and to support streaming of the event and all of the standard data requirements for the complex. Epoch's wireless engineer set up and managed all

of this because Red Bull couldn't afford to lose communications. The BBC/National Geographic networks were live sending out data — which could easily swamp traffic and overwhelm the network. Epoch's wireless engineer used QoS to prioritize the network traffic, ensuring the mission control was the top priority and never lost connectivity.

- **PRODUCTIVITY GAIN:** 100%
- **SAVINGS:** 50%

# eXemplify GROUP

infinite options - *right* solution



## EXEMPLIFY GROUP INC.

### WEB

[www.exemplifygroup.com](http://www.exemplifygroup.com)

### CEO/PRESIDENT

Robert Hayes

### YEAR ESTABLISHED

2002

## eXemplify Group helps businesses with the design, selection, implementation and ongoing support for IT and telecom infrastructure.

### PRODUCTS & SERVICES PORTFOLIO

eXemplify Group offers its clients a full range of voice, data and cloud services. Its professional services include on-site LAN management, network monitoring and management, and cloud strategy development and migration.

### COMPANY SUCCESS (CASE STUDY)

**CUSTOMER/INDUSTRY:** Newspaper/Media

**CUSTOMER'S BUSINESS NEED:** eXemplify's media client needed a communications system to serve multiple locations around the U.S. The company was having trouble communicating and collaborating effectively with limited resources and outdated equipment. It no longer wanted to overpay for all of its telecom services. With a reduced IT staff, the business needed a solution that would solve a whole host of issues.

### RECOMMENDED TECHNOLOGY SOLUTION:

eXemplify provided the client a cloud solution. eXemplify started with an audit of all existing infrastructure, services and billing. Next was the disconnecting of unused circuits and renewing or replacing lines that were out of contract. eXemplify then replaced and upgraded all bandwidth at headquarters and the customer's backup location with dual entrance, redundant fiber circuits and replaced the client's outdated PBX with a fully hosted cloud-based PBX, including integrated IVR and dedicated conferencing.

**RECOMMENDED SUPPLIERS:** West IP, West Interactive, Cisco, Intercall, CenturyLink, Zayo

### BUSINESS VALUE CREATED FOR THE

**CUSTOMER:** The client was spending \$30,000 per month just in maintenance of its old on-premises PBX. The savings from streamlining contracts and replacing the MPLS network, coupled with eliminating the maintenance agreement, allowed the customer to implement the Cisco HCS

PBX service without additional opex. In addition, the capex budget the client had allocated for upgrading its phone system was instead used to replace all of its Cisco routers and switches.

- **SAVINGS:** 29%
- **TIME TO ROI:** Immediate



# EXIGO GROUP

### WEB

www.exigogroup.com

### CEO/PRESIDENT

Stephanie Martin

### YEAR ESTABLISHED

2011

**Exigo Group automates manual business operations through integrating sophisticated applications such as CRM, email, accounting, invoicing, marketing automation, customer support and project management — all in the cloud.**

### PRODUCTS & SERVICES PORTFOLIO

In addition to its aforementioned cloud-based services, Exigo Group offers end-to-end consulting and design of cloud technology solutions across an entire business with an emphasis on compatible platforms for tight system integration and seamless connectivity.

### COMPANY EXPERIENCE

Exigo Group is a certified SFDC administrator, Zoho Alliance Partner and member of the CompTIA Partner Advisory Council.

### COMPANY SUCCESS (CASE STUDY)

**CUSTOMER/INDUSTRY:** Fix Auto/Auto Repair

**CUSTOMER'S BUSINESS NEED:** Fix Auto was under the gun for accurate reports and metrics; it was gun shy due to a poor Salesforce deployment in the past. It didn't have enough internal manpower to master the nuances and full value of ZCRM. Fix Auto originally contracted Exigo Group in March 2014 for a single project to ensure SFDC to ZCRM migration was done correctly and to build out custom fields and functions for its user base.

### RECOMMENDED TECHNOLOGY SOLUTION:

Exigo Group assessed Fix Auto's CRM processes and structures, then crafted a phased rollout to incorporate highest priority fixes and requirements first. Exigo then recommended future phased-in enhancements, customization and ways to leverage Zoho CRM and Creator throughout its complete technology infrastructure to include external 1099 sales agents, finance users, provisioning and more.

**RECOMMENDED SUPPLIERS:** Zoho

### BUSINESS VALUE CREATED FOR THE CUSTOMER:

Exigo worked with the customer to uncover many other areas that could benefit from Zoho, Zoho Add-On modules, third-party solutions and API integration. User productivity and experience improved. Recurring software licensing costs were reduced with the creation of external user access via API-connected Web forms and mobile tools. Exigo transformed the customer's paper-driven processes into fully e-formatted contracts, e-sig and storage, which greatly improved tracking and follow-up. It also afforded Fix Auto strict PCI compliance.

- **SAVINGS:** 50%
- **PRODUCTIVITY GAIN:** 41%
- **TIME TO ROI:** 90 days





# GLOBAL TELECOM SOLUTIONS

**WEB**

www.gtsdirect.com

**CEO/PRESIDENT**

Mark Stackpoole

**YEAR ESTABLISHED**

2002

**Global Telecom Solutions (GTS) is a one-stop shop for all telecommunication network services for businesses. The company relies entirely on its strategic partnerships with nearly 100 VARs and/or technology firms that leverage GTS' assistance for procuring any and all telecom needs for their clients.**

**PRODUCTS & SERVICES PORTFOLIO**

GTS can deliver a full array of telecom and IT services. Through its alliances, the company can offer customers nationwide LAN support, cloud storage, mobile device management and more.

**COMPANY EXPERIENCE**

GTS is a certified partner with more than 25 telecommunications carriers, as well as companies such as Allworx, SIP Print, Teamwork Services and Ricoh Business Solutions. It's a repeat CP360 winner.

**COMPANY SUCCESS [CASE STUDY]**

**CUSTOMER/INDUSTRY:** Wilbanks Energy Logistics/Mining and Exploration

**CUSTOMER'S BUSINESS NEED:** Wilbanks needed to upgrade its telecom solution while vastly increasing features. It wanted a centralized IP voice network that could be replicated at approximately

10 nationwide locations. The customer wanted a solution that would provide economies of scale; a solution that would make sense this year as well as five years from now. GTS helped evaluate Internet connectivity, on-site equipment and hosted voice providers that would work well with BYOB (bring your own bandwidth).

**RECOMMENDED TECHNOLOGY SOLUTION:**

The GTS solution provided: IP telephony that allowed all locations to use an aggregate pool of SIP trunks across the organization, reducing the number of phone lines by more than half; high-speed Internet connections that were optimized at every office, with the larger offices also getting a second connection for redundancy; a cloud solution that virtualized each workstation into remote desktop solutions; and movement of customer hardware/servers to a nearby data center, with a second data center being utilized for disaster recovery and redundancy.

**RECOMMENDED SUPPLIERS:**

Voxox, Comcast Business, Charter Business, AT&T, Windstream

**BUSINESS VALUE CREATED FOR THE CUSTOMER:**

Telecom savings were nearly 50 percent. GTS became the main help desk for telecom needs for 10+ branch locations, offloading a large burden from the in-house I/T staff. There were capital expenditures on the hardware and infrastructure side; however, the ROI and increased productivity gains were quickly warranted due to the hard dollar cost savings being generated on the telecom side, in addition to the scalability afforded by the new solution.

- **PRODUCTIVITY GAIN:** 25%
- **SAVINGS:** 15-25%
- **TIME TO ROI:** 2-3 years



## GRABOWSKI GROUP INC.

### WEB

[www.grabowskigroup.com](http://www.grabowskigroup.com)

### CEO/PRESIDENT

Douglas Grabowski

### YEAR ESTABLISHED

2013

**Grabowski Group drives the technology direction, increasing productivity and decreasing the cost of information technology and business operations for companies across all industries.**

### PRODUCTS & SERVICES PORTFOLIO

With experience in application development, infrastructure components, marketing, product development, market planning, sales and operations, Grabowski Group offers business, operational, and mobile strategic consulting, as well as full end-to-end managed services for thousands of users.

### COMPANY EXPERIENCE

Grabowski Group holds numerous honors from media publications as one of the nation's top managed service providers. It's a previous winner of a CP360 Business Value Award.

### COMPANY SUCCESS (CASE STUDY)

#### CUSTOMER/INDUSTRY:

Transportation & Logistics

**CUSTOMER'S BUSINESS NEED:** Grabowski's customer needed to enhance its back-office technology operations, had to acquire new technology (both mobile-based and PC-based), wanted to eliminate outages and wanted to reduce the risk of data loss.

#### RECOMMENDED TECHNOLOGY

**SOLUTION:** With the help of its partners, Grabowski Group was able to address all client needs, including 75 new machines, countless iPads/iPhones, servers, backup devices, triple-redundant Internet lines and a variety of online services, including mail, backup and MDM.

**RECOMMENDED SUPPLIERS:** JungleDisk, Continuum, AppRiver, Nextiva, Strato Communications Partners, Dell, D&H

#### BUSINESS VALUE CREATED FOR THE CUSTOMER:

Grabowski recouped all operational expenses within the first six months based on uptime alone. The performance of the office (and its transportation brokers,

clients, and shippers) has increased substantially. Especially at holiday time, when USPS shipments grow exponentially, the client has been able to capture three to four times more business (measured in millions of dollars) than in previous years due to the technology environment. The customer's velocity has increased substantially and can now capture additional revenue based upon uptime alone. In a highly-competitive industry where entire freight lanes can vaporize due to a storm, and in a highly-regulated transportation industry, the ability to have real-time data via mobile is paramount to the company's success. Further, without having to rekey days of data (a past occurrence), they can now focus on delivery, not administrative minutiae.

- **SAVINGS:** 99%
- **PRODUCTIVITY GAIN:** 400%
- **CAPEX TURNED TO OPEX:** 100%
- **TIME TO ROI:** Less than six months



## INTERFACE SECURITY SYSTEMS

### WEB

[www.interfacesystems.com](http://www.interfacesystems.com)

### CEO/PRESIDENT

Michael Shaw

### YEAR ESTABLISHED

1995

**Interface Security Systems calls itself a pioneer in the bundled managed service provider space.**

### PRODUCTS & SERVICES PORTFOLIO

Interface manages a broad range of IP-based security solutions for retail, commercial and small business customers, as well as remote interactive video surveillance.

### COMPANY EXPERIENCE

Interface holds certifications from Cisco, Microsoft, Honeywell and more.

### COMPANY SUCCESS [CASE STUDY]

**CUSTOMER/INDUSTRY:** Michaels  
Craft Stores/Retail

### CUSTOMER'S BUSINESS NEED:

Michaels wanted to increase bandwidth, improve reliability and reduce traditional communications costs to its stores across the U.S. and Canada.

### RECOMMENDED TECHNOLOGY SOLUTION:

Michaels executives turned to Interface to design a lower cost WAN with more resilience

to support the critical rollout of new cost-saving services, including a point-of-sale system and wireless scanners to manage inventory. Interface created a network configuration to support the new technology template and adherence to stricter standards for protection of credit card data as required by the Payment Cardholder Industry (PCI). In addition, Interface met Michaels' aggressive schedule to provision broadband across the U.S. and Canada, even in remote areas where business relationships hadn't existed with local broadband providers.

**RECOMMENDED SUPPLIERS:** Cisco

### BUSINESS VALUE CREATED FOR THE CUSTOMER:

Michaels now has 100 percent coverage using Interface Secure Managed Broadband and service levels that provide stability for critical IP-based store applications. The retail giant is saving money and seeing improved service levels. Operations are improved, as is security, and operating expenses have been reduced.



# JAMES COMMUNICATIONS INC.

**With access to hundreds if not thousands of vendors and suppliers, James Communications has spent the last 27 years providing voice, then data and energy, and now cloud solutions to its clients.**

## PRODUCTS & SERVICES PORTFOLIO

James Communications offers a wide range of professional services either directly or through strategic partnerships. Beyond its voice, data, energy and cloud offerings, to cabling, wiring and any related hardware, James also serves as a consultant to its clients. Furthermore, the company provides phone systems, both premises-based and hosted.

## COMPANY EXPERIENCE

James Communications holds numerous certifications through its strategic partners and agents, including those from Panasonic, ShoreTel, NEC, IBM, Citrix, Microsoft and HP.

## COMPANY SUCCESS [CASE STUDY]

**CUSTOMER/INDUSTRY:** Retail

**CUSTOMER'S BUSINESS NEED:** James Communications' customer, which operates 320 retail stores nationwide, needed more

bandwidth at the stores and the corporate office. The client also wanted to lower the tremendous cost of all of its voice services and desired better control of the management of its stores remotely. The company also needed a disaster recovery plan.

### RECOMMENDED TECHNOLOGY SOLUTION:

James deployed an MPLS network with integrated voice with SIP trunking. The client prioritized its traffic on the network with class of service to ensure the most essential applications take priority. James had SIP trunks terminate at the primary data center. For disaster recovery, James added failover to a data center in another state which would allow voice communications even in the event of an outage at the main location. All stores are aggregated into a single MPLS network, enabling the company's IT team to manage important services centrally, including voice, CRM, data, people counters, security and even store thermostats. The private MPLS network also provides security for transporting critical company information, in support of PCI compliance requirements.

**RECOMMENDED SUPPLIERS:** EarthLink, Windstream, Granite, AT&T, Cisco

### BUSINESS VALUE CREATED FOR THE CUSTOMER:

The main goal of the project wasn't cost savings, but rather to enable a more robust, reliable, efficient and centralized network with the added peace of mind of disaster recovery.

- **CAPEX TURNED TO OPEX:** 9%
- **TIME TO ROI:** 11 months

### WEB

[www.jamescom.com](http://www.jamescom.com)

### CEO/PRESIDENT

Brad James

### YEAR ESTABLISHED

1987



# LANYAP NETWORKS

**WEB**

www.lanyapnetworks.com

**CEO/PRESIDENT**

Angie Tocco / Laura Dashney

**YEAR ESTABLISHED**

2006

**A woman-owned business in a male-dominated industry, LanYap Networks is a carrier-agnostic telecommunications agency that focuses its resources on hiring subject matter experts rather than a large team of salespeople.**

**PRODUCTS & SERVICES PORTFOLIO**

With the ability to provide customers a variety of telecom and IT services, LanYap's professional services include project management, mobile device management, telco audits and more.

**COMPANY EXPERIENCE**

LanYap Networks is a WBENC Certified Woman-Owned Business, is SIP and RIM certified, and is a Cisco Certified Network Associate.

**COMPANY SUCCESS [CASE STUDY]**

**CUSTOMER/INDUSTRY:** Sava Senior Care/Health Care

**CUSTOMER'S BUSINESS NEED:** Sava Senior Care wanted to reduce its \$250,000 telco spend and upgrade its phone system.

**RECOMMENDED TECHNOLOGY SOLUTION:**

LanYap first audited Sava's carrier circuits and spotted immediate ways to improve technology and repackage services to show immediate cost savings. Next was a proof-of-concept for SIP services to address the company's faxing needs efficiently at both corporate locations.

LanYap went to work with an aggregate to adjust billing on POTS service to provide an immediate 22 percent cost reduction on the 1,300 lines deployed nationwide. Then the company went live on a second POC, this one replacing multiple analog line service to IA circuits with multi-handoffs. An additional carrier was engaged, saving the customer another \$6,000 per month.

**RECOMMENDED SUPPLIERS:**

BullsEye, Level 3, InterCall

**BUSINESS VALUE CREATED FOR THE CUSTOMER:**

Adjusting the carrier network piece provided the customer \$50,000 per month in savings, and LanYap is far from

done. Once the second POC is complete, if executed, there will be an additional savings of between \$8,000 and \$10,000. The conferencing has not only improved efficiency but saved Sava \$5,000 per month.

- **PRODUCTIVITY GAIN:** 15-20%
- **SAVINGS:** 25-40%
- **CAPEX TURNED TO OPEX:** 100%



# LIQUID NETWORK

## Liquid Network is a telecommunications life cycle management organization.

### PRODUCTS & SERVICES PORTFOLIO

Liquid Network has a vertical focus on IT compliance, cloud services, SIP migration, network design, implementation, logistics and managed services. Its many professional services include vulnerability assessment and management, security consulting, network design and testing, telecom expense management and telecom audits.

### COMPANY EXPERIENCE

Liquid Network holds certifications from Adtran, Cisco, VMware and many more.

### COMPANY SUCCESS (CASE STUDY)

**CUSTOMER/INDUSTRY:** Automotive Industry

**CUSTOMER'S BUSINESS NEED:** The client required an all-encompassing security strategy that included perimeter security, internal network security, and a 24x7 security solution. In addition, a review of the client's overall security policies was in order. However, the client lacked the internal personnel and

expertise to fully investigate the available options and execute such a strategy.

### RECOMMENDED TECHNOLOGY SOLUTION:

Liquid Network delivered a cloud security solution. Liquid vetted different options, including premises-based solutions. Then it investigated bringing the client into Liquid Network's infrastructure to manage it on their behalf. Finally, Liquid Network examined a sustainable third-party cloud solution. The final option was a blend of all the right people, products and processes to meet and eventually exceed the customer's initial requirements, and was selected for these reasons. Liquid Network's recommended strategy met all of the client's stated needs, but delivered the additional benefit of achieving greater compliance through PCI 3.0.

### RECOMMENDED SUPPLIERS:

Windstream, UpNetwork

### BUSINESS VALUE CREATED FOR THE CUSTOMER:

Liquid Network provided a turnkey security solution for less money than hiring a single person to manage it — which wouldn't have even come close to solving their problem. Liquid Network could provide what the customer needed for one-twelfth

**WEB**  
www.liquidnetworkx.com

**CEO/PRESIDENT**  
Don Douglas

**YEAR ESTABLISHED**  
1997

of what they were considering doing to build and manage this internally. The client's personnel are now focused on addressing real threats identified through a ranking system versus sorting through the many false positives. They are provided usable, parsed data upon which they can take action. Furthermore, they now have access to highly experienced security specialists and are able to redress specific concerns that might arise. Results were achieved without consuming internal resources or tying up additional capital, freeing the client to continue day-to-day operations while Liquid Network's team implemented the solution and continues to manage it.

- **SAVINGS:** 92%
- **CAPEX TURNED TO OPEX:** 100%
- **ROI:** 6 Months



Guardians of Your Vital Technology™



# MOTHERG

**MotherG is an MSP that promises to provide reliable IT services to keep your business running.**

## PRODUCTS & SERVICES PORTFOLIO

MotherG is able to deliver a wide variety of cloud, data-center services and more while offering professional services that include strategic guidance, around-the-clock monitoring and maintenance, help desk and dedicated network administration.

## COMPANY EXPERIENCE

MotherG has certifications from industry giants Microsoft and Dell. It's also ConnectWise and Service Skills certified.

## COMPANY SUCCESS [CASE STUDY]

**CUSTOMER/INDUSTRY:** Genesis Technologies/Managed Print Services

**CUSTOMER'S BUSINESS NEED:** Genesis was living on aging servers, switches and software. The company had a hodgepodge of operating systems. Backups failed with regularity. Security and patch management were inconsistent. Genesis' previous vendor was unresponsive to requests for a plan to migrate its infrastructure to newer technologies. Genesis repeatedly had noted the failed

backups but no resolution was provided. All this technical risk left the management team with great unease and trepidation.

### RECOMMENDED TECHNOLOGY SOLUTION:

MotherG deployed its monitoring and management systems that report and control all subsystems, fully documenting the customer's environment. That was followed by the implementation of a strategic plan that included server virtualization and consolidation to reduce risk and improve performance, an upgrade of very old network infrastructure to increase performance and mitigate critical outage risk, and a very complex migration of the core business systems to a newer version that has introduced competitive capabilities that were hampering business.

### RECOMMENDED SUPPLIERS:

Microsoft, Dell, Ingram Micro

### BUSINESS VALUE CREATED FOR THE CUSTOMER:

MotherG reduced Genesis' total cost of ownership for IT by half. Additionally, it virtually eliminated critical business risks in the operation. The introduction of newer technologies improved performance of systems, allowing the team to work more productively and not be left with sporadic problems and delays. Seven physical servers

were reduced to two host servers that are redundant and much higher performance.

Comprehensive reporting and communications has introduced greater oversight in all areas of the technology infrastructure. There is clear visibility to such elements as backup success, server status, patch and asset management.

- **PRODUCTIVITY GAIN:** 38%
- **SAVINGS:** 50%
- **CAPEX TURNED TO OPEX:** 60%

### WEB

www.motherg.com

### CEO/PRESIDENT

Dave Davenport

### YEAR ESTABLISHED

1990

# Net@Work

www.netatwork.com



## NET@WORK

**Net@Work is a provider of information technology consulting, services and solutions covering all areas of operations for organizations.**

### PRODUCTS & SERVICES PORTFOLIO

Net@Work's services include business applications (accounting/ERP, CRM, marketing automation), nonprofit software solutions (fund accounting, donor relationship management, online fundraising), IT infrastructure (network and desktop support, managed IT, cloud services), and Web development/e-commerce (strategy, design, development, systems integration).

### COMPANY EXPERIENCE

Net@Work holds certifications from Sage, Microsoft, Citrix, Dell, Cisco, VMware, HP and NetApp.

### COMPANY SUCCESS [CASE STUDY]

#### CUSTOMER/INDUSTRY:

Thomson Reuters/Media

**CUSTOMER'S BUSINESS NEED:** Thomson Reuters needed a new data center and had to strategically find resources beyond those available through its internal IT department.

#### RECOMMENDED TECHNOLOGY SOLUTION:

Thomson Reuters turned to Net@Work for end-to-end systems integration of its new multimedia platform.

The project was completed on time and on budget. Net@Work served as a single point of contact, streamlining project administration for the company.

#### WEB

www.netatwork.com

#### CEO/PRESIDENT

Alex and Edward Solomon

#### YEAR ESTABLISHED

1996

#### BUSINESS VALUE CREATED FOR THE CUSTOMER:

By outsourcing a highly technical and multifaceted project like its new data center, Thomson Reuters was able to assemble a great team without the long-term expenses involved in hiring and training people in-house.

- **PRODUCTIVITY GAIN:** 50%
- **SAVINGS:** 50%



# NETRIX LLC

**WEB**  
www.netrixllc.com

**CEO/PRESIDENT**  
Anthony Donato

**YEAR ESTABLISHED**  
1989

## Netrix designs, implements and supports IT solutions that help businesses run better.

### PRODUCTS & SERVICES PORTFOLIO

Netrix specializes in the delivery of network infrastructure, security, software development, systems, unified communications, mobility, carrier and cloud services, and managed services, as well as the hardware, software and services needed to implement them.

### COMPANY EXPERIENCE

Netrix's vendor partnerships are with Cisco, Citrix, Microsoft, Juniper, Avaya and more.

### COMPANY SUCCESS [CASE STUDY]

**CUSTOMER/INDUSTRY:** Children's Hospital/Health Care

**CUSTOMER'S BUSINESS NEED:** A large children's hospital in Chicago needed the communications infrastructure to support its move to a new 23-story facility. Doctors needed additional IT support between 6 a.m. and 9 a.m. to check the independent locations of their "Community Connect" program to make sure the systems were up and

running. The hospital also needed a consistent sign-on experience to make sure doctors are always able to access the system.

#### RECOMMENDED TECHNOLOGY SOLUTION:

The infrastructure is a fully converged network with all routing/switching, wireless, voice and network security implemented by Netrix/Maron Structure Technologies. Specifically, all building automation systems, VoIP communication systems, medical devices, video and general network devices are on one network. The hospital has 4,000 users, 15,000 switch ports and upward of 15,000 elements connected to the network.

Netrix/Maron Structure Technologies performed the design, installation, staging, testing, maintenance and support. The hospital utilized an off-site data center model, which provided the hospital with HA for all critical technologies deployed.

**RECOMMENDED SUPPLIERS:** Avaya, Juniper Networks, NetScout, SolarWinds, Aruba Networks, Airwave, Citrix, VMware

#### BUSINESS VALUE CREATED FOR THE CUSTOMER:

The new network runs everything from EHR and PACS to nurse call

systems and in-room entertainment systems to a large aquarium. The hospital plans extensive use of its HD video conferencing systems as part of its patient-care and family-centered practices. The new network from Juniper Networks and Netrix/Maron Structure Technologies allows the hospital to meet these stringent demands while upholding the highest levels of security.



# OPEX TECHNOLOGIES

**WEB**  
www.opextechnologies.com

**CEO/PRESIDENT**  
Courtney Humphrey

**YEAR ESTABLISHED**  
2004

**Opex Technologies, formerly dba DigiTel Services, was founded with the goal of becoming the trusted resource for network, cloud and infrastructure solutions. Opex advises companies of all sizes on how best to implement the most effective and affordable Opex technology solutions.**

PRODUCTS & SERVICES PORTFOLIO

Opex Technologies is a hybrid consulting and brokerage firm rolled into one. It works with local VARs and national providers to offer professional services.

COMPANY EXPERIENCE

Opex is a Cisco Cloud Partner, AT&T Alliance Channel Advisory Board member and Rackspace Gold Partner, and has been an AT&T Solution Provider Champion and MicroCorp President Club participant for many years.

COMPANY SUCCESS (CASE STUDY)

**CUSTOMER/INDUSTRY:** Publicly Traded Paper and Packaging Company

**CUSTOMER'S BUSINESS NEED:** The customer desired MPLS, Internet, voice and email solutions across 30 locations for more than 5,000 users.

RECOMMENDED TECHNOLOGY SOLUTION:

Through its technology audit and expense management practice, Opex Technologies inventoried all carrier services, eliminated waste and right-sized the client's networks for both voice and data, for an annual savings of over \$300,000. Opex negotiated and is in the process of implementing a 500Mbps redundant network to link the customer's three data centers for a more robust and secure disaster recovery solution. As this customer continues to grow, Opex works hand in hand with their team to ensure that new offices are added to their network, as well as to make sure all other services are inventoried so that waste is reduced whenever possible.

**RECOMMENDED SUPPLIERS:** AT&T, Level 3, Windstream Hosted Solutions

**BUSINESS VALUE CREATED FOR THE CUSTOMER:** The client achieved technology cost savings, productivity gains, efficiency improvements, customer care improvements, revenue gains, uptime assurances and more. Opex created savings in excess of \$1 million dollars by evaluating services at

facilities that were acquired and streamlining them to one corporate platform across the enterprise. Opex continues to serve as a trusted adviser for the company.

- **SAVINGS:** 25-30%
- **PRODUCTIVITY GAIN:** 35%



# Preferred Technology Solutions



## PREFERRED TECHNOLOGY SOLUTIONS

**Preferred Technology Solutions is an advanced technology solution provider that specializes in data center, wireless, VoIP and video surveillance.**

### PRODUCTS & SERVICES PORTFOLIO

Preferred Technology Solutions' lineup of professional services includes consulting, implementation and post-implementation support, as well as maintenance contracts. Preferred Technology Solutions has many internal specialists/technology champions and makes sure to match the right specialist with the client's particular need.

### COMPANY EXPERIENCE

Preferred Technology Solutions holds many industry certifications and is licensed by the State of Texas to sell and install video surveillance technologies.

### COMPANY SUCCESS [CASE STUDY]

**CUSTOMER/INDUSTRY:** Energy

**CUSTOMER'S BUSINESS NEED:** Preferred Technology's client has oil fields in various parts of the country. It needed a technology business partner that it could depend on to upgrade the technology that was in place in the fields. The customer needed better access to oil field information as well as to improve the interpersonal communications between its workers and the home office.

#### RECOMMENDED TECHNOLOGY SOLUTION:

Preferred Technology Solutions designed a complete infrastructure that included the installation of communication towers, wireless infrastructure, solar packages, surveillance technologies and personal devices. PTS was also contracted to deliver required bandwidth.

#### RECOMMENDED SUPPLIERS:

Ceragon, Strix, Moxa, Lantronics, APC, Axis, Milestone, Cisco, Nello

#### BUSINESS VALUE CREATED FOR THE CUSTOMER:

The Preferred Technology solution greatly improved the communications between the remote oil fields and the home office. Information flow from oil

**WEB**  
[www.preferredtechnology.com](http://www.preferredtechnology.com)

**CEO/PRESIDENT**  
Neil Medwed

**YEAR ESTABLISHED**  
1994

well to corporate management software became real-time. Communications between employees and management at the oil fields and the corporate office became seamless. The video surveillance solutions that Preferred Technology Solutions implemented reduced costs by allowing management to view locations remotely rather than deploying personnel to check an area. The solution has also caught thefts in progress, which led to prosecution of the offenders.

- **PRODUCTIVITY GAIN:** 30%
- **SAVINGS:** 35%



# RICHARDSON COMMUNICATIONS & CONSULTING

**WEB**

www.richardsoncom.com

**CEO/PRESIDENT**

Rachel McNeese

**YEAR ESTABLISHED**

2008

## Richardson Communications and Consulting (RCC) addresses the needs of customers with technology solutions, professional and process-driven implementations.

### PRODUCTS & SERVICES PORTFOLIO

RCC specializes in four major technology areas: voice, data, cloud/IT services and business continuity. Its professional services include inventory and audit, dedicated project management, RFP management, contract negotiations and management, and more.

### COMPANY EXPERIENCE

RCC is HUB (Historically Underutilized Business) Certified, a certified member of the Intelisys VAR Alignment Program and President's Club, an acting member of Telecom for Change and more.

### COMPANY SUCCESS (CASE STUDY)

**CUSTOMER/INDUSTRY:** Gold's Gym/Health & Fitness

**CUSTOMER'S BUSINESS NEED:** Gold's Gym needed a comprehensive, centralized and secure managed network and security solution built around solid PCI

compliance and protection of the Gold's Gym brand and member experience.

### RECOMMENDED TECHNOLOGY SOLUTION:

RCC was able to utilize EarthLink to layer eight key services that greatly improved productivity. Once they are implemented throughout all locations, Gold's Gym will rely on its private MPLS network to run in-club operations, including point-of-sale, management and corporate applications, communications and training. EarthLink also provided Gold's with a full professional security assessment and suite of PCI compliance solutions, including employee training, security policies, breach protection and vulnerability scans to protect customer data and brand reputation. In addition, RCC recommended a network-based firewall to protect its network and deliver reporting and analytics; a backup network with a full failover system will ensure reliability and uptime. Gold's will also deploy EarthLink Secure Wi-Fi to all locations to further enhance the member experience with a secure wireless network for social media engagement and business intelligence analytics. IaaS and DaaS are other

services that RCC is currently employing within the Gold's Gym infrastructure.

### RECOMMENDED SUPPLIERS:

EarthLink

### BUSINESS VALUE CREATED FOR THE CUSTOMER:

RCC estimates that, once implemented, the solution will save Gold's Gym approximately 30 percent over its previous providers, even though it includes more robust functionality and protection. Peace of mind through managed firewall and PCI compliance and coverage will be achieved. The Wi-Fi solution also provides valuable customer marketing analytics to Gold's Gym. The biggest benefit is vastly improved reliability, and the agility and responsiveness of the provider.

- **PRODUCTIVITY GAIN:** 30%
- **SAVINGS:** 30%
- **TIME TO ROI:** Immediate



**SKY TECHNOLOGY  
GROUP**



# SKY TECHNOLOGY GROUP INC.

**WEB**

[www.skytechnologygroup.com](http://www.skytechnologygroup.com)

**CEO/PRESIDENT**

Philip Fairley

**YEAR ESTABLISHED**

2003

**Serving clients locally and internationally, Chicago-based Sky Technology is a provider of managed services, VoIP systems, SharePoint, mobile point of sale and outsourced IT staffing.**

**PRODUCTS & SERVICES PORTFOLIO**

Sky Technology provides a bevy of managed IT services, including cloud, help desk, network monitoring, data protection and backup, asset management, security and more.

**COMPANY EXPERIENCE**

Sky Technology is certified with Microsoft, Cisco, Fortinet, VMware, Sophos, Dell, Digium, HP and Lenovo.

**COMPANY SUCCESS [CASE STUDY]**

**CUSTOMER/INDUSTRY:** Wealth Management and Financial Trading Firm

**CUSTOMER'S BUSINESS NEED:** The customer, a large wealth management firm in Michigan, was relying on a two-person, in-house IT team as well as consumer-grade

equipment to manage its IT infrastructure. An upgrade was sorely needed to comply with government regulations.

**RECOMMENDED TECHNOLOGY SOLUTION:**

The wealth management company chose to fully outsource its IT operations and compliance to Sky Technology to gain the expertise, security and compliance needed to function at optimal levels. The customer now has access to scalable technology, more experienced technical staff on-site and support beyond what it would cost to manage on its own.

**RECOMMENDED SUPPLIERS:**

Microsoft, Fortinet, Sophos

**BUSINESS VALUE CREATED FOR THE CUSTOMER:**

The client estimates annual savings of more than \$85,000, plus eliminated risk of non-compliance with government regulators. From a networking perspective, services are significantly faster; from the server side, the client has been migrated

onto standardized systems. It has enhanced performance and security across the board. The customer has scalable IT services that can expand and contract to meet its needs; it has systems that respond quickly, making service to the user more efficient; it has implemented protocols that its auditors love; and it has access to support engineers who can resolve issues quickly and professionally.

- **PRODUCTIVITY GAIN:** 50%
- **SAVINGS:** 40%
- **TIME TO ROI:** 4 months



# SONORAN INTEGRATIONS

**Sonoran Integrations provides the advanced business communications and support solutions that businesses need. The company works with your team to design a solution around your business strategy to best position your organization for years to come.**

**WEB**

www.sonoranintegrations.com

**CEO/PRESIDENT**

Kyle Miley

**YEAR ESTABLISHED**

2002

**PRODUCTS & SERVICES PORTFOLIO**

Sonoran Integrations offers telecommunications, IT, managed and carrier consulting services to its customers, matching them with relevant carriers and supporting them through implementation of their solution. Sonoran layers on-premises ShoreTel or cloud-based ShoreTel Sky telecommunications options that integrate with mobile or wireless assets, granting contact options to customers through Web chat, video conferencing, email, SMS and social media outlets.

**COMPANY EXPERIENCE**

Sonoran Integrations has numerous ShoreTel certifications in mobility, contact center, sales and installation.

**COMPANY SUCCESS (CASE STUDY)**

**CUSTOMER/INDUSTRY:** Phoenix Interfaith Counseling/Mental Health Services

**CUSTOMER'S BUSINESS NEED:** Phoenix Interfaith Consulting (PIC) needed a PBX deployment, but Sonoran discovered that was just the tip of the iceberg.

**RECOMMENDED TECHNOLOGY SOLUTION:**

Sonoran recommended a decentralized voice and data model utilizing VPNs and firewalls for site interconnectivity and security. Sonoran Integrations deployed the VPN hardware as well as ShoreTel's premises-based voice solution. Primary voice trunks would be transferred to Cox Communications, and a room was retrofitted to be the new IT and telco area. Cooling, backup power and new physical security were installed by Sonoran, along with two VMware server chassis. A few redundant voice trunks were provided at each location for redundant call routing should centralized voice routing fail and accurate 911 reporting to PSAP since the organization has general public visiting each site. The customer has 10 users configured (out of 80) on zero client desktops with plans to deploy the remainder over the next three years to reduce IT spend on hardware as well as making administration and maintenance easier.

**RECOMMENDED SUPPLIERS:**

VMware, WatchGuard, HP, ShoreTel, Sun Micro, Cox Communications

**BUSINESS VALUE CREATED FOR THE CUSTOMER:**

PIC was paying between \$5,300 and \$6,900 per month with

outdated, non-functioning services and equipment. Sonoran Integrations was able to procure, install and maintain the solution and services for \$6,400 per month for five years. The ongoing operational budget for the organization dropped from \$6,100 per month to \$4,300 per month for carrier services and IT support from Cox Communications and Sonoran Integrations. Network bottlenecks were removed to reduce productivity losses and frustration.

- **SAVINGS:** 30%
- **TIME TO ROI:** 49 months





# TELECOMQUOTES.COM

#### WEB

www.telecomquotes.com

#### CEO/PRESIDENT

Michael Bremmer

#### YEAR ESTABLISHED

2002

**TelecomQuotes.com aims to make life easier by being a technology partner for its customers.**

#### PRODUCTS & SERVICES PORTFOLIO

TelecomQuotes.com can deliver a full range of telecom and IT services backed by professional services that include tech strategy, telecommunications contract negotiation, service procurement and implementation.

#### COMPANY EXPERIENCE

TelecomQuotes.com doesn't hold industry or vendor certifications because they know whom to call for what. They are specialized consultants who bring together the best partners for their customers.

#### COMPANY SUCCESS (CASE STUDY)

**CUSTOMER/INDUSTRY:** New Horizons/Nonprofit

**CUSTOMER'S BUSINESS NEED:** New Horizons, which specializes in helping adults with mental challenges, needed 13 separate sites integrated with unified communications. The company wanted a new phone system, video conferencing, disaster recovery and mobile device management.

#### RECOMMENDED TECHNOLOGY SOLUTION:

TelecomQuotes started with a plan for mobile device management. As a nonprofit, Horizon staff were overworked and a lack of MDM was hurting them since their employees are always on the move. There were data overages, lost devices and no time or sufficient knowledge to create a strategy to maximize what they had. As part of its consulting solution, TelecomQuotes helped renegotiate and eliminate a cable television contract for their 12 group homes by suggesting they move the homes to over-the-air HDTV antennas (\$50 per home). A Digium IP phone system with UC for mobile, PC and desktop eliminated a monthly maintenance contract. The company upgraded and switched phone/Internet suppliers, increasing Internet speed from 4.5/4.5 to 20 Mbps.

#### RECOMMENDED SUPPLIERS:

TelePacific, Verizon, Cisco, Digium, Mohu, Advantix Mobility

#### BUSINESS VALUE CREATED FOR THE CUSTOMER:

With the MDM implementation, Horizon's bill is reviewed monthly by professionals, saving \$8,000 per year. The company saved \$12,000 by eliminating the cable TV contract. Another \$9,600 was saved by dropping a phone system

maintenance contract. The number of suppliers for telecom was slashed from six to three, saving \$10,000 annually. The Digium UC plan cost \$53,000, but it was paid for in 13 months. The customer's old phone system was near end of life anyway.

- **PRODUCTIVITY GAIN:** 32%
- **SAVINGS:** 49%
- **TIME TO ROI:** Immediate



# TIER3 TECHNOLOGIES

**Tier3 Technologies takes best-in-class delivery systems and builds them to suit each enterprise's specific needs.**

## PRODUCTS & SERVICES PORTFOLIO

Tier3 Technologies specializes in business continuity planning, data center consolidation and rationalization, virtualization, disaster recovery, WAN applications acceleration and monitoring. Its network monitoring platform, NetTools, drives application performance across all data center, cloud, remote office and mobile environments.

## COMPANY EXPERIENCE

Tier3 has partnered with Riverbed Technology, AppNeta Solutions and VMware to provide application performance and monitoring to its customers. Tier3's executive officer is a member of the CompTIA Telecom Advisory Board and staff members are heavily involved in industry-related associations.

## COMPANY SUCCESS [CASE STUDY]

**CUSTOMER/INDUSTRY:** Flow International/Manufacturing

**CUSTOMER'S BUSINESS NEED:** Flow International had outgrown its servers and was looking for alternatives. Latency was bad and performance was terrible.

### RECOMMENDED TECHNOLOGY SOLUTION:

Tier3 deployed Riverbed Steelhead appliances to facilities worldwide to optimize WAN traffic. It implemented Citrix desktop and application server virtualization to replicate enterprise traffic to a dedicated disaster recovery facility.

### RECOMMENDED SUPPLIERS:

Riverbed Technology, Citrix

### BUSINESS VALUE CREATED FOR THE CUSTOMER:

Data reduction on the WAN was 86 percent, and there was an optimized bandwidth capacity increase of nearly 800 percent. The average response time for ERP applications has declined from more than one minute to just three seconds. Replication traffic has been optimized by more than 95 percent. The global WAN optimization has allowed Flow to focus on implementing new technologies to further enhance business goals and user

experience without having to be concerned about network latency and bandwidth limitations. It also has allowed Flow to avoid the capital costs of investing in additional server infrastructure and the operational costs of increasing bandwidth to locations worldwide. It has removed the risk of meeting disaster recovery RPO/RT0 objectives, and improved user satisfaction and productivity.

- **CAPEX TURNED TO OPEX:** 42%
- **TIME TO ROI:** 2 months

### WEB

[www.tier3technologies.net](http://www.tier3technologies.net)

### CEO/PRESIDENT

Michael B. Paynter

### YEAR ESTABLISHED

2004



# About Channel Partners



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