

"Remington Products and CTG have a good, long-term relationship. They are willing to put the time and effort into creating a solution that truly works as expected."

-Peggy Kastelic, IT Manager, Remington Products Company



About Remington Products Company:

Headquarters: Wadsworth, Ohio

Industry: Remington Products, founded in 1934, is a custom manufacturer of engineered foam products, including contour cut foam, molded polyurethane foam and compression molded foam.

Website: <http://www.remprod.com>

Challenge:

Due to aging copper infrastructure at their main location, Remington Products needed a reliable and scalable private network solution for voice and data applications.

The CTG Advantage:

Unbeatable Experience: CTG has been in business for over 15 years, having 100 years of experience collectively between the employees

Diversified Portfolio: We offer a complete portfolio of products and services including both WAN and LAN solutions, like fiber, and Application/System Solutions

Superior Customer Support Group: Our friendly Customer Support Group can be directly accessed by clients coupled with our high employee retention rate are both crucial reasons why our service is award winning.

Old Copper Infrastructure No Longer Workable for New Network Requirements

Remington Products Company (Remington), headquartered in Wadsworth, Ohio, has manufactured custom foam products since 1934. As the company's need for a reliable and scalable private network grew, Remington faced the daunting challenge of upgrading its supporting infrastructure. Three problems were identified:

1. An aging copper infrastructure, located at headquarters, which was causing numerous network outages.
2. The need for reliable voice and data applications across multiple vendors and locations.
3. An improved Disaster Recovery Plan for its call center located hundreds of miles away from its headquarters.

The task of dealing with vendor management and varied product options available to them at their different locations made the objective of having a standardized solution even more challenging. Remington searched for a partner who could handle their unique challenges.

Remington Products Company ultimately put their faith in CTG. The engineers at CTG designed an MPLS solution, which included the addition of Fiber at each location to compensate for Remington's aging and unreliable copper infrastructure. This solution has provided a significantly more stable, reliable network, practically eliminating outages. Further, a Disaster Recovery Plan was meticulously created that placed an emphasis on the Cincinnati call center, where it is of the utmost importance to be running at all times.

Peggy Kastelic, IT Manager at Remington Products Company, "...truly thinks CTG has been a wonderful partner. Every team member on the project was very resourceful and knowledgeable. Each was willing to assist at any level to guarantee project success."

It was noted by Kastelic during the implementation, "If there were any problems CTG was always available. My issue was handled quickly and effectively. From onsite techs to management, they offered an open-door policy, and were very approachable. There was no passing around responsibility and they kept consistent team members on the project. It was refreshing to know that there was consistency in both staffing and knowledge."

How does the network perform now? "It works great," raved Kastelic. "Downtime is minimal. Since our MPLS has been installed, we've had one brief outage that was resolved quickly. CTG put services in place where Remington can grow and expand."

Concluded Kastelic: "We will continue to improve our IT processes and Disaster Recovery Plans at all locations. And, as we grow, I will always consider CTG a valuable resource."



Corporate Technologies Group
5344 Darrow Road • Hudson, Ohio 44236, USA
Phone: (330) 655-8448 • Fax: (330) 342-1484
www.ctgusa.net