

*"We were able to kill two birds with one stone, and have a new internet connection that solved issues with stability and redundancy for both our data and voice network. Now there are no problems!"*

-Alphonso Samano, Wright Tool



## About Wright Tool

**Headquarters:** Barberton, Ohio

**Company:** Wright Tool manufactures a complete line of more than 4,000 professional-grade hand tools for the industrial, contractor and MRO markets.

**Website:** <http://www.wrighttool.com/>

## Challenge:

Stability issues with existing copper caused unreliable voice and data networks.

## The CTG Advantage:

**Unbeatable Experience:** CTG has been in business for over 12 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 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.

## 2 Birds with One Stone: New Stable Fiber Network Creates Added Value in SIP Trunking Application and Redundancy

Wright Tool, a Barberton, Ohio based manufacturer of hand tools, was operating with a shaky copper network connection at best, with outages due to storms and other unexplainable lapses. The unstable data network caused serious issues for accessing and utilizing their Enterprise Resource Planning (ERP) software application, EPICOR, an ERP solution for manufacturers.

Additionally, calls would drop and no incoming calls would get through. Phone calls were forwarded to employee cell phones, which was not a long term or desirable solution. Having calls route over their current cable internet connection was not the right solution, due to the instability and the lack of bandwidth guarantees.

Corporate Technologies Group performed a network assessment and determined that with additional fiber, Wright Tool would accomplish not only a stable data network, but would have the infrastructure in place for a quality VoIP network, as well as solve the redundancy question.

On the data side, with the addition of fiber, the network successfully supports EPICOR, data backups, and the added ability to bring their web hosting in house. Remote users are now able to VPN into EPICOR, and performance of the software has not experienced the hiccups that were previously present.

On the voice front, SIP trunks have created:

- A path for long distance and toll free calls, with an unexpected additional cost savings,
- A backup connection in case PRI fails for a sound Disaster Recovery Plan,
- The ability to use SIP all day, all the time, problem free.

Thanks to the advisement and support of CTG, Wright Tools was "able to kill two birds with one stone, and have a new internet connection that solved issues with stability and redundancy for both our data and voice network," according to Wright Tool Network and Systems Administrator, Alphonso Samano.

"Now," continued Samano, "there are no problems!" Which is exactly what CTG likes to hear!



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