



Event Source has been providing party rental accessories, such as chairs, tables, flooring, and linens, for over 35 years. This growing, family-owned business operates in Ohio, Michigan, Pennsylvania, and Florida, with distribution of their constantly changing inventory out of their Cleveland headquarters. While their business fluctuates seasonally, they have seen significant growth over the last five years.

CHALLENGE

Five years ago

- 2 Physical Locations
- 60+ Employees
- 3 Servers



2017

- 4 Physical Locations + 2 Satellite Locations
- 120+ Employees, 90 of which are actively using IT
- 8 Servers

As a result of the expansion and additional locations, new software and technologies were introduced, but it wasn't meeting all of their needs. While they had an existing premise-based phone system, they recognized the need for more features for their call centers.

Patrick Kennedy, an IT Manager for over 20 years and 5 years at Event Source, knew that Corporate Technologies Group (CTG) could help. "I can explain what I want and it's handled. There are certain things that can be covered by CTG that I can't get anywhere else. I knew that CTG could do this."

SOLUTION

The team at Corporate Technologies Group upgraded Event Source to a hosted phone system and increased the bandwidth available to facilitate volume fluctuations. They also installed network monitoring devices that allowed the client to evaluate bandwidth constraints as well providing a better, faster way to determine what is causing the slowness on the network. Finally, they reviewed the current security environment and installed an updated managed security solution to decrease the likelihood of downtime as well as to protect their valuable business data.

Corporate Technologies Group also managed that installation to ensure Event Source's new service was up and running properly.

RESULTS

CTG was successful in helping Event Source operate more productively and efficiently.

"They provided us a cost-efficient solution and our productivity across the system has improved. CTG has good follow through as well. They answered our questions, offered solutions to our problems, and expedited issues as they arose. Communicating with CTG is great! They are always on the ball."

- Patrick Kennedy, IT Manager of Event Source.

EXISTING IT

- Premise-based phones, didn't connect locations (ISDN PRI)
- Bandwidth restricted application use
- Outdated firewalls

UPDATED IT

- Hosted Phone System throughout
- Fiber Internet Circuits
- Multiple Bandwidth Options
- Network Monitoring Services
- Managed Security Solution



CONTACT

ctgusa.net
info@ctgusa.net

(330) 655-8448 **phone**
(330) 342-1484 **fax**

5344 Darrow Road
Hudson, Ohio 44236



About Corporate Technologies Group

At CTG, our primary focus is to ensure long-term success for our clients by understanding precisely how our clients do business and providing them with the right solution that fits their needs.

We are an Ohio-based company with a national and international reach, offering a complete portfolio of products and services that allow businesses to effectively outsource the management of your organization's voice, data, and, cloud-based services.

Our extensive experience, vendor relationships, and dedication to long-term satisfaction is focused on customized solutions that will help you increase your business' revenue, reduce expenditures, mitigate risks, and improve image which will directly allow you to serve your clients more efficiently. We will work to understand your business' goals and requirements and will work with you to develop a custom-built solution for your current and future business needs.

Businesses today choose Corporate Technologies Group because we make them better. They trust that we will do the right thing, every time, and always have their best interest in mind.