

Adhesive Manufacturer

Case Study





Mactac, opened in Stow, Ohio in 1959, is a manufacturer of pressure sensitive technologies such as roll label, industrial tape, graphic, sheet, and medical adhesive products. They have 10 locations, including manufacturing facilities in Columbus, IN and Scranton, PA, and have over 400 employees.

Challenge

The challenges for Mactac were two-fold. First, Mactac had been part of a private equity company that contracted all their provider accounts together, so Mactac needed more visibility as to what services they had and were paying for and what they might need. Second, Mactac was supported by a global network infrastructure for cloud, voice, and wide area network managed out of Belgium. With the sale of all U.S. locations splitting from the rest of the global network pending, Mactac had 120 days to get their telecommunications independent of the Global footprint.

Solution

To address the lack of visibility, Corporate Technologies Group (CTG) provided them with a full inventory of all voice and data assets for all of their provider locations, allowing them to get a complete picture of where Mactac was and where they needed to be. This included:

- Contract status and dates
- Features of the respective services
- Pricing vs. contract
- Pricing vs. market value
- Full design of what Mactac needed
- What should be disconnected
- Best practices

To get a new telecom solution in place quickly and cost-effectively, CTG evaluated the inventory of the phone systems and developed a solution that would allow Mactac to utilize 9 of the 10 phone systems already in place by repurposing the phones from a premise-based phone system to a hosted VoIP phone system. CTG installed a new hosted VoIP phone system at the U.S. headquarter location. This gave Mactac more feature functionality than they had before, collaboration features in the call center, and a business continuity program that wasn't in place prior for all locations. CTG also added multiple nodes onto the existing MPLS network that provided "quality of service" and protected the integrity of the voice service throughout all locations.

Results

Corporate Technologies Group was able to assess the current voice & data environment, give an accurate picture of vendor relationships and technologies, and provide recommendations for future changes. CTG was then contracted to develop and install the new system quickly and cost-effectively. While providing "Quality of Service" in the new solution and new hosted technology, CTG was also able to meet the goals and needs of Mactac in the short timeline provided. On time, on budget!

ISSUES

- No visibility on existing Telecom
- Urgent need to build updated enterprise telecomm solution without breaking the budget

CTG SOLUTIONS

- Inventoried current assets
- Installed new hosted phone system
- Utilized 90% of existing phone equipment
- Provided QOS
- Enhanced solution with Disaster Recovery now in place for voice solution



"CTG is very attentive to our needs. I think we were given the right recommendations for what we needed. If we do decide to change providers, we're set up so we can. Meaning we don't have to make any new major investments. One of the best parts of our new hosted system is a predictable cost. These costs were just so unpredictable historically. One month it's \$15K and next month it might be \$30K."

-Larry Sage, Senior I.T. Director