Skilled Labor Employment Agency

Case Study

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Tradesmen International, LLC

Each of their 130 locations was previously set up with some kind of internet, hubs/switches, a firewall, POTS lines, and an analog key telephone system.

All IT functions are centralized at the corporate office, and all of the servers were at the corporate office with backups consisting of taking tapes off-site. As this solution was difficult to manage, they were also looking for a single solution for connectivity, routers, switches, security, Wi-Fi, and a hosted VoIP system for all sites that provided a consistent and easily manageable solution. The new provider needed to be able to provide installation at all of their sites, as well as provide end-user training. Tradesmen was also looking for a business continuity solution.

Solution

CTG provided an EarthLink solution for the MPLS network, routers and switches, managed Wi-Fi, handsets, hosted VoIP system, and cloud-based call center. EarthLink also provided most of the on-site installations, and CTG provided end-user training, with several on-site and others remote.

RECOMMENDED SUPPLIERS:

EarthLink, Expedient, Time Warner Cable, Windstream, BlueSky IT Partners.

Client Firmographics

Number of Locations
Currently 150 locations

Geographic Coverage
Multiple locations across North America

Result

Tradesmen now has a uniform hosted VoIP platform across its enterprise that is predictable when opening new offices and easy to manage, from repair to any needed changes. This has allowed the IT staff to concentrate on other areas. The business continuity solution is an active solution, so they have no concern for any downtime.

The project improved the productivity of the IT staff managing the services. The number of repair tickets for the remote offices has been reduced by 60 percent.

The RIO on this part is difficult to measure because Tradesmen didn't previously have a viable solution; the new solution will enable them to present to investors a viable solution for business continuity.