Event Source Keeps the Party Going with Technological Upgrades and Advances

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.

2017 RESULTS

4 Physical locations

2 Satellite locations

120+ Employees, 90 of which are actively using IT

8 Event Source servers

CHALLENGE

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.

An Event Source IT Manager 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."

EXISTING IT

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- **Outdated firewalls**

SOLUTION

The team at CTG 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.

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

UPDATED IT

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

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."

Event Source