

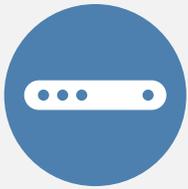


CASE STUDY

MPI Label Saves \$3,000 a Month and Improves Network Performance with IT Services and Support from CTG

MPI Label Systems is one of the top 10 label companies in the nation; they have nine manufacturing facilities, 35 sales locations and more than 400 employees. The company specializes in producing digitally printed labels, roll-fed wrap labels, shrink sleeves, and RFID labels for large and small brands.

CTG SOLUTIONS



Transitioned phones to VoIP in 8 plants



WAN upgrade/support to connect 8 MPI facilities



Updated phone service, saving \$3000 per month



Internet/private network contract negotiations



Network monitoring solution

CHALLENGE

MPI Label Systems offers a variety of narrow-web flexographic printing and label services to small and mid-size companies and nationwide brands.

In addition, the company also sells service label equipment and offers RFID technology for encoding and tracking products. MPI has a strong history dating back 49 years. The company has grown from one small warehouse in Sebring, Ohio, to now nine printing facilities and offices around the country.

After acquiring three manufacturing facilities over the past several years, the MPI management team determined it was time to upgrade its analog phone system to a VoIP system. They were also looking for Internet/private network support and network monitoring expertise.

SOLUTION

CTG has become a true partner of MPI, often serving as an extension of the company's internal IT team. Today, CTG provides: WAN management, data lines/bandwidth, email integration, network monitoring and analytics and VoIP support.

Improved data network

The MPI management team mentioned, "CTG could upgrade our bandwidth from 10Mbps to 20, and we're at 50Mbps and we're still saving money. CTG also consolidated our local phone service and changed providers saving us about \$3,000 a month. CTG is a partner that's looking out for us."

Feature-rich VoIP

When it was time to upgrade MPI's phones, CTG started by upgrading a newly acquired MPI plant to VoIP phones. Over the next three years, CTG converted the eight remaining plants to the VoIP system. Overall, CTG installed approximately 300 extensions for MPI's employees. These VoIP phones include advanced call features, call forwarding to backup support extensions, and visual voicemail and call recording.

Network monitoring

CTG also installed a network monitoring and analytics solution. This solution allows MPI to monitor bandwidth usage and identify potential bottlenecks at remote offices.

RESULTS

The 19-year relationship with CTG has allowed MPI to keep its internal IT staff relatively small, to three people, even though the company has grown significantly and acquired several new plants.

"CTG's team works hard to get us the best solutions at the best possible cost. We have peace of mind knowing CTG has our back and that helps us stay competitive and keep coming up with innovative ways to serve our customers."

— MPI Management Team

Estimated monthly savings:

\$3,000