



CASE STUDY

Mactac updates and improves functionality for all phone systems with cost-effective solutions from CTG

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 ten locations, including manufacturing facilities in Columbus, IN and Scranton, PA, and have over 400 employees.

ISSUES



No visibility on existing telecom



Urgent need to build new, updated enterprise telecom 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 in place for voice solution

CHALLENGE

The challenges for Mactac were twofold. First, Mactac had been part of a private equity company that contracted all their provider accounts together, so Mactac had no visibility as to what services they had and were paying for, nor to what they might need.

Second, Mactac was supported by a global network infrastructure for cloud, voice and wide area network that was 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 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**
- **What should be disconnected**
- **Best practices**
- **Full design of what Mactac needed**

To provide a new telecom solution quickly and cost-effectively, CTG evaluated the inventory and developed a solution that allowed Mactac to utilize 9 of the 10 phone systems already in place by repurposing the phones to a hosted VoIP phone system.

CTG also installed a new hosted VoIP phone system at the U.S. headquarters. This gave Mactac more functionality than before, with collaboration features in the call center, and a new business continuity program. CTG also added multiple nodes to the existing MPLS network that provided Quality of Service (QOS) and protected the integrity of the voice service for all locations.

RESULTS

CTG was able to assess the current voice and data environment and give an accurate picture of what vendor relationships existed, what technologies existed, and provide recommendations of changes needed for the future.

CTG was then contracted to quickly and cost-effectively develop and install the new system. While providing QOS into the new solution and new hosted technology, CTG was also able to meet the goals and needs of Mactac in the short timeline. On time, on budget!

“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.”

— Larry Sage, Senior IT Director