

TENAQUIP IMPROVES NETWORK PERFORMANCE AND REMOTE SITE MANAGEMENT

SUMMARY

COMPANY

Tenaquip is one of Canada's largest distributors of industrial products and construction equipment.

CHALLENGE

The Tenaquip Group expanded from 3 to 12 locations across Canada. With 11 remote sites, the Group was experiencing significant network slowdowns, which hampered productivity.

SOLUTION

Allstream worked with the Tenaquip Group to improve bandwidth capacity and to ensure network readiness for VOIP applications.

OUTCOMES

- Visibility into calling patterns in remote sites
- Improved efficiency and customer service
- Better use of resources based on actual calling trends

BUSINESS CHALLENGE

As a result of multiple acquisitions, the Tenaquip Group was experiencing network slowdowns in many of its remote sites. There were too many locations sharing a maximum amount of bandwidth. "It was time to make some big changes," said Normand Brault, IT Manager, Tenaquip Group. "The combination of network slowdowns and service inconsistencies prompted us to consider new solutions from new providers."

SOLUTION

Infrastructure evaluation was the first component of the network improvement project. Allstream dispatched technical experts to each of the Tenaquip Group's sites to evaluate routers and to complete bandwidth calculations. Once done, Allstream designed the network to account for the Tenaquip Group's CTI application functionality and Citrix application topology.

Allstream completed the network redesign in all of the Tenaquip Group's 11 sites. The next step

was to install VOIP. Based on the Tenaquip Group's outlined requirements, Allstream began the implementation in the five most problematic sites to ensure that any potential issues could be quickly identified and eradicated. The VOIP service incorporated dynamic class of service so that Tenaquip could easily prioritize voice traffic, Citrix applications and Internet access.

BUSINESS OUTCOMES

With VOIP in five sites, the Tenaquip Group realized increased levels of efficiency and customer service almost immediately. Having visibility into remote sites enabled management to understand call patterns for the first time. "We realized very quickly the impact limited visibility had on our business," said Brault. "An excellent example was resource utilization. We were contemplating hiring extra people in certain remote sites, but after seeing calling trends, we realized it wasn't necessary. By simply reallocating resources based on actual calling patterns, we were able to maximize our resources and deliver better customer service."

The Tenaquip Group chose Allstream because of a commitment to responsiveness and service. "We had a technical person available at all times during the testing phase of this project," said Brault. "There were issues that arose during the Ottawa VOIP implementation, and Allstream fixed them right away – no questions or complaints. The team was committed to doing everything possible to get us up and running."

"There was constant dialogue with the sales rep and my questions were answered quickly and accurately. It is rare to work with a provider that stresses relationships as much as it stresses solutions. It is what makes Allstream truly unique."

Normand Brault,
IT Manager,
Tenaquip Group

ABOUT ALLSTREAM

Allstream is a leading communication solutions provider with a world-class portfolio of Connectivity, Managed Services and Professional Services. Allstream collaborates with customers to create tailored solutions that meet their unique needs and help them compete more effectively. Allstream is a division of Manitoba Telecom Services Inc. (MTS), Canada's third largest communications provider with approximately 6,600 dedicated employees focused on delivering outstanding value to its customers.

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