

## About Marwood Metal

In 1990, Marwood was founded by Chris Wood, Henry Spanjers, and Erwin Hawel in a 10,000 sq. ft. facility with two presses and nine employees in the small community of Brownsville, Ontario. Marwood was excited to begin working with their first customer CAMI Automotive. From here, they have continued to expand to work with leaders in the industry and employ hundreds of skilled people throughout five manufacturing facilities and two sales offices located across three countries.

## The Business Challenge

Marwood's core Telephone infrastructure, Avaya CS1000, with Call Pilot voice mail had presented Marwood with many challenges. The core issues were wireless handset support and a failing and unsupported windows server that ran the Call Pilot application. The telephone infrastructure had surpassed support timelines from the manufacturer. The Marwood IT team did not have resources available to respond to phone system outages and had to create repair tickets with their vendor. This process was very time consuming and distracting requiring constant monitoring of these tickets from beginning to end. In addition, this lean IT group were responsible for running all mission critical applications for the business and did not have the resources to dedicate to ongoing management of the phone system. New business acquisitions have already stretched their IT resources so finding a solution that freed up the technical resources was a must.

## The Business Solution

Avaya's hosted IP Office was a product that married well with Marwoods IT organizations business goals of migrating mission critical applications to the cloud. The wireless handset solution was solved by reverting back to 2-way radios and augmented with Avaya soft clients deployed on mobile phones. this allowed the management team the mobility to roam throughout the plant without missing calls. This helped reduce the overall cost of deploying the 2 way radios as Marwood required fewer handsets.

## The Business Outcome

Deploying the hosted phone service also allowed Marwood to reduce their telco costs by removing their PRI service. Call capacity increased 4 times from 23 voice channels to over 100. They no longer have to worry about congestion in their voice network as every extension in the facility has access to dial tone. Having the voice solution offered in a SaaS model made perfect business sense as the company direction is moving mission critical apps to the cloud.

Marwood continues to benefit from the IP Office solution that was installed, and fully supported by BrantTel Networks.

### Marwood Metal Quick Facts

Established: 1990

Employees: 120

Location: London, ON

Branches: 7

Solution: Cloud Phone System

"Working with BrantTel – it gave me the peace of mind that I have a true partner who understands my challenges and is willing to go the extra mile for my business."

IT Manager at Marwood



**MARWOOD**