

Integrated Power Services

“ Our core services help customers increase uptime and productivity, reduce operating costs and enhance asset utilization. Our MPLS network from New Edge Networks brings these same benefits to our business locations. ”

**Paul Way : Information Technology Manager
INTEGRATED POWER SOLUTIONS**

Integrated Power Services is a leading national provider of repair services, field services and new product sales for industrial products. When the company was looking to put a charge in the performance of its multi-site business network, New Edge Networks delivered a high-voltage solution: An MPLS network that empowers Integrated Power Services to manage operations across its 12 geographically dispersed service centers and its Greenville, South Carolina, headquarters.

Network Challenges

Integrated Power Services had already implemented an MPLS network with another provider by 2006. That's when the industrial services company changed ownership and its headquarters location and decided to review new proposals from MPLS network providers. It was an important job. With more than 1,400 customers in markets such as utilities, refineries and mining, Integrated Power Services needs its network to meet several objectives – not only supporting fundamental business applications and everyday interactions between its 13 locations, but also minimizing downtime and demands on internal IT staff so the company can carry out its core mechanical repair mission.

Working with ACI Telecom, a telecommunications consulting company, Integrated Power Services focused on reliability and cost-effectiveness benchmarks in its search for a new MPLS network provider. “New Edge was not the least expensive provider, but the price was very competitive and contained some things we liked that weren't in other providers' packages,” said Paul Way, information technology manager for Integrated Power Services.

These New Edge difference makers included:

- Cisco hardware - New Edge's MPLS network is an official Cisco Powered Network.
- MyEdge, an online interface for real-time network monitoring and administration.
- Dedicated project management to optimize network design and installation.
- “Class of Service” traffic prioritization for applications riding the MPLS network.

Integrated Power Services also favored New Edge's size compared to large telecom companies. “I felt that we were going to be a considerable client and would get the attention we need,” said Way, who confirmed his feeling by contacting other similar-sized New Edge customers for references.



CASE STUDY



► Challenges

IPS was reevaluating its MPLS provider. The company needed its MPLS network to support fundamental business applications and everyday transactions between its 13 business locations. It also needed to minimize downtime and demands on its internal IT staff.

► Solution

After thorough consideration, IPS switched its MPLS provider to New Edge, attracted by its CoS traffic management, dedicated project management and MyEdge, its robust customer portal.

► Results

IPS now experiences a faster connection between its sites resulting in improved communication and productivity. The MyEdge portal also now does the work of two IT positions formerly devoted to network management. IPS experiences all of these benefits while saving \$1300 per month in network costs compared to its former MPLS network.





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The New Edge Solution

New Edge designed and built a private MPLS network with T1 access that generated new capabilities for Integrated Power Services. With the MPLS network connecting the company's 12 service centers (located in four U.S. time zones), Integrated Power Services can seamlessly share and distribute data and information. Among these applications is an Enterprise Resource Planning (ERP) package that controls essential services such as payroll, time-clock and CRM systems.

The network also enables Integrated Power Services to more efficiently manage its repair and mechanical assignments. For example, because New Edge MPLS is built around fully meshed any-to-any connectivity, the network can facilitate the exchange of large diagnostic images between service centers and host a "Service Tracker" tool providing real-time job updates. "The MPLS with T1 gives us faster connections between sites," says Way, "which enhances communication and makes it faster to resolve issues."

Way and his IT team also see significant benefits in MyEdge. In performing tasks such as monitoring network circuits, expediting trouble response and repair times, and providing utilization statistics, MyEdge lives up to its billing as "virtual IT staff" – so much so that it saves Integrated Power Services time and money. "Before New Edge, we had to devote two IT staff positions to handle the duties now achieved by MyEdge," says Way.

Furthering the ROI value, Integrated Power Services is attaining a monthly cost savings of \$1,300 a month in network costs compared to its former MPLS network.

Trouble-Free Installation

In transitioning from that previous network, Integrated Power Services received hands-on leadership from a New Edge dedicated project manager, who oversaw the successful installation of the MPLS network within 60 days. "I'm a big fan of the project manager," says Way. "Sometimes project managers may be missing a key ingredient, but the New Edge team knew what they were talking about and provided all the solutions on time."

Positioned for the Future

New Edge's MPLS technology is highly scalable, which allows Integrated Power Services to use its network to support future growth. This expansion could consist of additional locations or new network applications, especially bandwidth-intensive services such as VoIP and videoconferencing. New Edge MPLS includes Class of Service prioritization for converging these emerging applications onto the existing network.

► Why New Edge Networks?

At New Edge, our mission is to provide affordable, innovative network services and exemplary personalized care to foster life-long customer relationships. We enable you to focus on your core business while we manage the network infrastructure. Our customers benefit from one seamless network, one provider and one point of contact.



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