

McGuire Bearing Company

“Upgrading our network to New Edge MPLS offered us the opportunity for improved uptime guarantees and better support for our applications. MPLS also gives us the capacity to add more applications in the future.”

**Bill Plesko : Information Systems Manager
MCGUIRE BEARING**

McGuire Bearing Company is a wholesale distributor of bearings and power transmission products. The family-owned supplier serves its retail and industrial customers from 10 locations in the western U.S., stretching from Seattle to Salt Lake City, with headquarters in Portland, Oregon. For several years McGuire Bearing has relied on New Edge Networks for business networking solutions – most recently and significantly, a successful migration to an MPLS network connecting all its facilities. By streamlining communications across the network, McGuire Bearing’s MPLS solution helps the company achieve its vision of “easy to do business with.”

Network Challenges

Like most distributed enterprises, McGuire Bearing has come to depend on its wide area network to run business applications and facilitate the flow of information between locations. This convergence requires steadily greater bandwidth and more adaptable technologies.

When McGuire Bearing first came to New Edge Networks several years ago, it wanted to upgrade its network infrastructure from an outdated 56k private-line setup. New Edge built McGuire a multi-site network using ATM (Asynchronous Transfer Mode) technology over DSL connections. Moving up to this broadband network enabled McGuire Bearing to implement new company-wide applications such as VoIP phone service and an ERP (enterprise resource planning) system. The ATM over DSL service provided a stable backbone for support and growth. But when McGuire Bearing’s contract term was ending in 2007, the timing was perfect to leverage newer technological advances in business networking.

By that time New Edge had established itself as a leader in MPLS networks. The advantages of MPLS – including network traffic prioritization, more efficient bandwidth use and “full-mesh” any-to-any connectivity – turned out to be just what McGuire Bearing was looking for. “New Edge MPLS offered us the opportunity for improved uptime guarantees and better support for our applications,” said Bill Plesko, information systems manager for McGuire Bearing, “so it was a pretty easy decision to upgrade our network.”

The New Edge MPLS Solution

New Edge performed a custom installation of a private MPLS network with high-speed T1 local connections. Although New Edge MPLS technology allows businesses to choose their preferred local access method (including lower-cost DSL) without compromising key MPLS benefits, Plesko says he specified T1 lines over DSL for their higher bandwidth and lower mean time to repair (MTTR), a benchmark for how quickly a circuit’s connection is restored in the event of downtime.



CASE STUDY

McGUIRE Bearing Company

► Challenges

McGuire Bearing wanted improved uptime guarantees and better support for its applications than its legacy ATM network provided.

► Solution

New Edge performed a custom installation of a private MPLS T1 network with Class of Service traffic management across its 10 locations in the western U.S. McGuire Bearing’s small IT staff also uses MyEdge, New Edge’s robust customer portal, to track trouble tickets and monitor network utilization online.

► Results

McGuire Bearing is able to ensure consistent performance of its bandwidth-intensive VoIP and ERP systems, including order entry, supply chain and accounting programs. The manufacturer now experiences high-quality Voice transmission and averts long-distance phone charges and other traditional telephone costs. McGuire Bearing is also positioned to add more applications to the network in the future.



McGuire Bearing Company

CASE STUDY



► 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.

McGuire Bearing uses its MPLS network to drive essential business functions. Because New Edge MPLS allows for network traffic prioritization tiered among five classes of service (CoS), McGuire is able to ensure the consistent performance of its most critical bandwidth-intensive applications: VoIP and the ERP system. In running VoIP across all its locations to avert long-distance charges and other traditional telephone costs, McGuire Bearing relies on the MPLS network to always supply the capacity for high-quality voice transmission. It also assigns network prioritization for the suite of ERP applications at the core of its distribution business, including order entry, supply chain and inventory management, and an accounting/financial package. "One of the other things we like about MPLS," says Plesko, "is it gives us the capacity to add more applications in the future, such as a graphics-based, higher-bandwidth version of our ERP package."

Seamless Migration, Dedicated Support

New Edge worked to make McGuire Bearing's network migration from ATM over DSL to MPLS T1 as seamless as possible. New Edge's MPLS network comes with CPE (customer premises equipment, such as routers), which, as Plesko notes, "helped us save on startup costs." The package also includes MyEdge, an online interface containing the tools, visibility and information needed for network monitoring. In the event of any circuit problems, MyEdge provides automatic notification within minutes to both New Edge technicians and McGuire Bearing's IT personnel. For small IT staffs like McGuire's that oversee a multi-site network from one location, MyEdge is a useful resource that can help proactively track performance and expedite incident response.

McGuire Bearing also receives support from a New Edge account manager as well as a team of enterprise service technicians who work in New Edge's 24-hour Network Maintenance Center.

Planning for the Future

The MPLS network has also strengthened McGuire Bearing's future preparation by providing a better foundation for disaster recovery. As a reformulation of traditional hub-and-spoke network design, MPLS eliminates the single point of failure of a host and provides automatic failover if one circuit goes down. Plesko says he plans to further leverage this architecture by setting up a backup data center at another network site.



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