



SMB Customer Racine Federated Surges Ahead with a Secure Network Foundation Solution from Clifton Gunderson and Cisco

Executive Summary

Customer Name

- Racine Federated

Industry

- Industrial flow measurement

Business Challenge

- Enable IT to focus more on integrating technology and less on daily maintenance issues
- Reduction of networking support costs
- Upgrade to a new networking system that fully supports customer service

Network Solution

- Cisco 7825 Media Convergence Servers with Cisco Call Manager, two voice gateways, one Internet gateway, Cisco Catalyst switches with PoE ports, and Cisco SMARTnet support

Business Value

- Upgrade to Cisco Catalyst switch environment provides strong ROI, improves productivity, and enhances administrative control of voice and data network

Racine Federated, a leader in industrial flow measurement for industrial, municipal, and commercial markets worldwide, has been providing customers with the highest-quality instrumentation, machinery, and tools for the past 35 years. The company develops products engineered to ensure a high return on investment (ROI), and its 130 employees are committed to exceptional service for its customers. As an international manufacturer, Racine Federated relies on technology to improve efficiency and productivity.

New Facility. Old Network.

Based in Racine, Wisconsin, Racine Federated recently moved into a new facility, consolidating its U.S. operations. Previously its offices were each equipped with a hub and switch network and a traditional private branch exchange. While planning for company growth in the coming years, Racine Federated's management determined that they needed to replace their existing phone system with a complete, integrated solution that could scale rapidly and cost-effectively with the company.

"Our previous network was old and pieced together," says Terry McDonald, IT Manager at Racine Federated. "There wasn't one brand that was dominant. The phone system was archaic and limited in its capabilities. Making group calls or call routing was a hassle. We knew we were going to have good growth in the next few years, and we wanted a new system that would be able to fully support customer service."

Dave Perkins, CFO and vice president at Racine Federated, says, "We're the best in our industry, and our old system wasn't reflecting that."

The Cisco Solution

Enter Clifton Gunderson Technology Solutions, a Cisco® SMB Select Partner with headquarters in Madison, Wisconsin. Clifton Gunderson is a Cisco Premier Certified Partner with specializations in IP telephony, IP security, VPN, and wireless LAN.

"Even the smallest choices small and medium-sized businesses make are important," says Bill Kasel, senior account executive for Clifton Gunderson. "There has to be a strong financial justification before moving forward with any decision. Companies such as Racine Federated cannot afford to keep throwing money at a network problem. Now that Cisco is focusing much more on SMB markets, offering packages and programs developed specifically for these size companies, we were able to design the perfect solution."

The deployment of the new system was completed six months after the initial discussion, and implementation took only three weeks.

The new system consists of redundant Cisco 7825 Media Convergence Servers with Cisco CallManager, two voice gateways, one Internet gateway, and Cisco Catalyst® switches with Power-over-Ethernet ports. Racine Federated also chose 24-hour Cisco SMARTnet® support to complete the solution.

“We’re very pleased with Cisco,” says Perkins. “It covers the whole range of what we need. The trade-in program got us additional cost savings for old equipment, and our telephone and data installation cost was cut by one-third with Cisco’s single-wire system. And with the evolution of IP, it will be easy to upgrade when we need to.”

Productivity and Profitability Flow in a Cisco Catalyst Switch Environment

The upgrade to the Cisco Catalyst switch environment was an intelligent business move with a strong ROI. In addition to improving network performance and reliability, the system now allows its users to work more efficiently, leading to greater productivity and profitability. For example, salespeople are now able to access the company network from home using Cisco IP Communicator. On the support side, the new infrastructure reduces ongoing support costs and eliminates distracting nuisances posed by the old network. Furthermore, IT management can now focus on company objectives instead of dealing with inefficient call routing and difficulties in making group calls.

“Besides other benefits, the new system is much more secure than our old system,” says McDonald. “This saves me time and headaches. Having a Cisco network means I can focus more on the big picture of strategically integrating technology to optimize our business, and less on daily maintenance problems. With the Cisco solution, adding phones and making changes is much easier, and requiring just one line per office is a huge time-saver. It’s much simpler now to expand the network as well.”

Perkins adds, “We’re still learning what we can do with this system, things that will help us down the road. Everything we thought we’d get out of the system we have. We are very happy with it.”

For More Information

For more information about the Cisco SMB Select Partner program, call your Cisco representative or reseller today, or visit us on the Web at:

www.cisco.com

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