

Growing Telecommunication Firm – Centerline Communication – Eliminates High-wire IT Risks

Unified Networking Solutions Creates the Safety Net Below

While the rest of the economy has been sluggish over recent years, the telecommunication industry has shown impressive growth, fueled by skyrocketing demand for more and faster wireless networks, as well as the growth in business mobility applications. Centerline Communication, a turn-key telecommunication provider in the southern suburbs of Boston, Massachusetts was perfectly poised to capitalize on the demands of the marketplace. Founded in 2006, Centerline had already established strong relationships with such telecommunication giants as AT&T Mobility, Verizon Wireless, Sprint and T-Mobile. With branch offices in Syracuse, Philadelphia, Pittsburgh, Chicago and Sacramento, Centerline’s experienced staff provides site acquisition, management and construction support to a growing list of clients deploying wireless networks across the country.

“It’s very gratifying when you can see the impact you can have on a company’s ability to do their job better, faster and more cost-efficiently.”

Brian McDonald, Partner/Director of Sales
Unified Networking Solutions

But with a lean headquarters team supporting its wide network of field technicians across multiple regional offices, their technology infrastructure was beginning to show signs of being overburdened. “When we first got involved with Centerline in 2011, all of their

Summary



Centerline Communication, a turn-key service provider to the wireless industry located in Canton, MA, was experiencing rapid growth in order to satisfy the growing demands of the marketplace. But while focusing on their clients’ needs, their own technology infrastructure was hiding vulnerabilities that could be highly detrimental to the company’s success. That’s until Unified Networking Solutions stepped in.

employees were basically using a Yahoo email address and storing all of their mail on their own laptops, “ explained **Wayne Audette, senior account executive for Unified Networking Solutions** who was assigned to Centerline. “If a hard drive failure would have occurred, all that mail would be lost.” In addition, explained Audette, the company was already cognizant of the fact that their present server had inadequate capacity to handle the needs of their growing company, let alone any future growth.

But beyond the capacity issues, Centerline had unknowingly let two data back-up systems expire, leaving their central business data highly vulnerable in case of a natural disaster, power outage, or virus/malware attack. “We had no idea how compromised we were from a technology standpoint,” said **Josh Delman, principal/owner at Centerline**. “We were working with another IT firm at the time and trusted that they had us covered. Thankfully, we never had a serious breach, but we were certainly in a more precarious state than we ever imagined.”

Unified Networking Solutions Steps In

“After I had joined Unified, I reached to a former client of mine, **Barbara D’Amico, who is Centerline’s finance and human resource director**,” explained Audette. “She started to talk to me about some of their IT issues, like slow connection speed and the awareness that they were outgrowing their current server. But as we started to investigate things, some larger issues started to come into focus.”



155 Myles Standish Blvd.
Taunton | MA | 02780
1 (877) 329-0434
www.unifiednetworkingsolutions.com



Preferred Partner



“Unified’s impact on our business has been easy to quantify. Their innovative ideas have allowed us to greatly improve time management in the field, eliminate downtime which was common in the past, and even improve our cash flow. They’ve been an invaluable part of our growth and success.”

Josh Delman, Principal/Owner
Centerline Communication, LLC

D’Amico was impressed with the thoroughness of Unified’s assessment of their environment and quickly engaged Delman in the discussions. “It was clear that we had to take steps immediately to eliminate our vulnerabilities,” said D’Amico. “And with Josh being able to explain our short-term and long-term business plans, Unified was really able to become very strategic in their thinking in terms of building a technology infrastructure that would allow us to scale quickly and cost-effectively.”

The Unified team – led by Audette as well as **Brian McDonald, partner and director of sales** – crafted a secure and powerful network by adding a new HP ProLiant DL380 Gen8 server and added storage capacity. All Centerline employees were migrated over to a hosted Microsoft Exchange service, which allowed them to access their email via the internet from anywhere and on any device. In addition, a terminal server (another HP ProLiant DL 380 Gen8) with a remote desktop feature was put in place for field operation managers so they could access job costing/accounting software which was critical to their day-to-day work. “That had a measurable impact almost immediately because we were able to streamline our invoicing and accounting system, which greatly improved our cash flow,” commented Delman.

To shore up Centerline’s disaster contingency/data protection status, a new Sonicwall NSA3500 was put in place, along with a new dedicated Sonicwall SSL VPN appliance, configured specifically for remote users. Trend Micro Anti-Virus software was installed on all devices and a comprehensive dual data back-up solution was deployed to provide virtually instant availability of all business applications and data in the event of a disaster.

Time Savings/Hassle Busting

At the time Unified began working with Centerline, the company had approximately 100 employees. In 2013, that number doubled and is expected to increase by the same amount in 2014. The ability to get new employees up and running quickly – particularly field technicians who have to be rapidly deployed – is paramount. “In the past, it was either me or a member of my staff running to a local retail store to buy a laptop, installing the necessary software

and shipping it to the field,” explained D’Amico. “But today, we place a call to Unified and they will promptly purchase an HP laptop, preconfigured it and ship it directly to the field, sometimes in less than 48 hours.”

Truly a Member of the Team

Today, Unified literally serves as Centerline’s IT department, handling all hardware/software purchases, network monitoring, help desk and of course, long term planning. “They’ve really been just an ideal account for us,” commented McDonald. “It’s very gratifying when you can see the impact you can have on a company’s ability to do their job better, faster and more cost-efficiently because of the technology solutions we’ve brought to the table.”

Delman agrees. “It’s been a great partnership to date,” he explained. “We already have some future plans in place to move into more of a virtual desktop environment using a VMware View Server. That will allow us to conserve some hardware expenditures during our continued growth. It’s ideas like that which make the Unified team so valuable to our company.”

About Unified Networking Solutions, Inc.

Unified Networking Solutions, Inc. provides best practice IT solutions and 24/7 support to SMBs, enterprise, government, as well as both public and private educational organizations. The Unified team plans, designs, procures, implements and maintains any IT project, from desktop refreshes to server virtualization projects, storage upgrades, networking deployments, wireless expansions, or private cloud designs.

As certified partners with industry leaders such as HP, CISCO, VMware, Citrix and Microsoft, our team of sales and technical engineers has the skills and product knowledge needed to help clients develop and implement the right solutions to solve their business needs.



Learn how we can take you to the next level:
call 877.329.0434 or visit: www.UnifiedITSupport.com