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Case Study
CBTS NaaS, SD-WAN solution replaces disparate infrastructure and fuels The Kleingers Group's growth

Client

The Kleingers Group

The Kleingers Group provides a comprehensive range of civil engineering, transportation engineering, land surveying, and landscape architecture to a diverse mix of public and private sector clients. The business has approximately 120 employees with offices in Cincinnati, Dayton, Columbus, and Louisville.

Challenge	CBTS solution	Results
• Client's network patched together with equipment from multiple vendors, which has created a complex environment to navigate for the company's small IT department. • Client using an end-of-life phone system from a vendor that has gone out of business, making repairs and finding replacement parts a difficult, time-consuming, and expensive task.	• CBTS NaaS and SD-WAN solutions support client's four locations and provide single pane of glass management. • CBTS-designed network provides the necessary functionality and scale to support client's new voice solution that is provided by Parallel Technologies, Inc.	• Complete refresh of network equipment that provides the necessary performance and functionality to support Kleingers' multi-site locations. • Full view into the network performance through the CBTS NaaS and SD-WAN solutions via an OpEx model that includes hardware refresh as needed.

Challenge

The Kleingers Group has a staff of two full-time IT employees. These IT employees provide maximum value to Kleingers when they can focus on strategic initiatives that drive positive business outcomes. Unfortunately, the employees were spending an inordinate amount of time managing a disparate mix of outdated network and telephony equipment across sites that frequently caused downtimes.

Kleingers was facing several specific challenges with its network and voice technology:

- Client's network was patched together with equipment from multiple vendors, which created a complex environment for the company's small IT department to navigate and manage.

- Client was using an end-of-life phone system from a vendor that had gone out of business, making repairs and finding replacement parts a difficult, time-consuming, and expensive task.

- Client was paying for point-to-point connectivity between its Dayton and Columbus offices using expensive equipment it owned and managed through another vendor.

This complex environment no longer supported the client's growth and multi-location structure. The client had employees working out of offices in Cincinnati, Dayton, and Columbus, and was preparing to open a fourth office in Louisville. The client needed a comprehensive network and voice solution that would support its growth trajectory and require minimal oversight from its IT department.

Kleingers engaged Parallel Technologies, Inc., a premier business communications provider, to analyze the environment and recommend a new network and voice solution. Parallel is a member of the CBTS Partner Channel, and worked with CBTS to conduct the analysis and implement the new technology infrastructure.

"As Kleingers' primary IT provider, Parallel is the advisor they trust when it comes to recommending new solutions," said Dave Hammond, sales executive for Parallel Technologies, Inc. "Parallel's partnership with CBTS allowed us to utilize both CBTS' industry expertise and established portfolio of products and services to fit Kleingers' unique technology needs."

CBTS solution

CBTS and Parallel launched an intensive review of the client's network and telephony infrastructure. CBTS recommended a complete overhaul of Kleingers' IT infrastructure that would support the company's growth trajectory and help deliver positive business outcomes.

CBTS and Parallel worked closely with Kleingers' IT department to migrate from its outdated, disparate network to the new cloud-based network and voice solutions. Specifically:

- CBTS provides its Network as a Service (NaaS) solution that supports Kleingers' four locations and provides a single pane of glass management.

- CBTS provides SD-WAN to support the necessary connectivity between Kleingers' four locations. This solution replaced expensive circuits that previously provided point-to-point connectivity between the Dayton and Columbus offices, and required another third-party to manage.

- Parallel installed a Mitel MiVoice Connect voice solution to run over the top of the new CBTS NaaS and SD-WAN network. The combined network and voice solutions provide the necessary functionality and scale to support the client's existing locations and growth strategies.

Results

The CBTS-designed solution is delivering the following benefits to Kleingers:

- Complete refresh of network equipment that provides the necessary performance and functionality to support Kleingers' multi-site locations and growth strategy.

- Full view into the network performance through the CBTS NaaS and SD-WAN solutions.

- The CBTS NaaS and SD-WAN solutions provide the necessary scale through an OpEx model that includes hardware refresh as needed.

- Single IT partner (Parallel) to oversee the new network and voice solutions, which enables Kleingers' IT staff to focus on strategic initiatives that add value to the business.

"Parallel and CBTS came into our organization two years ago and were critical to helping us achieve our business goals. They understood the technology needs that Kleingers had in order to grow and proposed a strategy to move us forward. They worked with The Kleingers Group's IT staff to find a solution that would fit our business needs and facilitate future growth."

—Mike Pillman, Systems Administrator, The Kleingers Group