

Case Study - Marwood Metal

About Marwood Metal

In 1990, Marwood was founded with two presses and nine employees in the small community of Brownsville, Ontario. Marwood was excited to begin working with their first customer CAMI Automotive. From here, they have continued to expand to work with leaders in the industry and employ hundreds of skilled people throughout five manufacturing facilities and two sales offices located across three countries.

The Business Challenge

Marwood's core Telephone infrastructure, Avaya CS1000, with Call Pilot voice mail had presented Marwood with many challenges. The core issues were wireless handset support and a failing and unsupported windows server that ran the Call Pilot application. The telephone infrastructure had surpassed support timelines from the manufacturer. The Marwood IT team did not have resources available to respond to phone system outages. This process was very time consuming and required constant monitoring of these vendor tickets from beginning to end.

The Business Solution

BrantTel's Business Phone - Cloud was a product that married well with Marwoods IT organizations business goals of migrating mission critical applications to the cloud. Marwood could leverage a cloud infrastructure and worked with BrantTel Networks for the design and deployment of the solution.

The Business Outcome

Deploying the hosted phone service also allowed Marwood to reduce their telco costs by removing their PRI service. Call capacity increased 4 times from 23 voice channels to over 100. They no longer have to worry about congestion in their voice network as every extension in the facility has access to dial tone. Having the voice solution offered in a SaaS model made perfect business sense as the company direction is moving mission critical apps to the cloud. Marwood continues to benefit from the IP Office solution that was installed, and fully supported by BrantTel Networks.

"Working with BrantTel, gave me the peace of mind that I have a true partner who understands my challenges and is willing to go the extra mile for my business."

IT Manager, Marwood Metal