



BCG SYSTEMS. SENSIBLE TECHNOLOGY. TOTAL SOLUTIONS.

Portage Precision Polymers (PPP) Improves Productivity, Enhances Peace of Mind with BCGNA

Started in 2002 with just six employees in Ravenna, Ohio, leaders of Portage Precision Polymers used their knowledge of the compound manufacturing industry and led the company to achieve a significant milestone that same year when it produced and sold 1 million pounds of rubber compounds in a single month. And, the growth hasn't stopped since. The last 10 years have brought even more milestones for the company, from ISO certifications to expansion projects, further confirming the company's industry expertise. But with that growth also came the need for technology that could keep pace.

CHALLENGE

One man support team lacks the availability and expertise to provide a secure technology environment and responsive user support.

SOLUTION

Network Assurance program which includes 24/7 monitoring, proactive network administration and support services, and Microsoft Office 365.

RESULTS

Transition to Office 365 has improved responsiveness, enhanced productivity and allowed for more robust, efficient system backup processes. Network Assurance has proved to be the most cost-effective way to get the support of a full IT staff for a fixed monthly cost.

A Trusted Technology Partner

When Vice President of Finance, Scott Bonnette, came on board with PPP, he quickly became concerned with the level of IT support provided by their single-resource partner. With a one-person operation, timeliness and availability proved to be challenges when IT issues arose. At times, the consultant was unavailable while traveling or while taking personal time off – leaving PPP with loss productivity until the one-person operation could address them.

As the IT systems at PPP were evolving to accommodate the company's growth, uptime and reliable systems were becoming more mission critical than ever. PPP was in search of a technology partner who could make improvements to the IT environment, yet make them seamlessly for end-users.

During the beginning of their search for a new IT partner, Bonnette weighed a handful of partners but was strongly weighted towards BCG Systems due to his past experience with their Network Assurance program at a previous employer. During his previous working relationship with BCG Systems, Bonnette quickly learned that few other companies could offer what BCG Systems offered.

BCG Systems Takes a Proactive Approach

After becoming more familiarized with the systems and technology environment at PPP, Bonnette could clearly see that a lot of things weren't set up correctly for optimal performance and productivity. For instance, the e-mail system wasn't as robust as what he was accustomed to with Office 365 and he had concerns about their backup processes.



"You can't get any better value than what is provided through BCG Systems' Network Assurance Program. Without that level of access to knowledge and support, it would be much harder for us to grow our business the way we do."

Scott Bonnette
Vice President of Finance, PPP

About BCG Systems

BCG Systems is a single-source provider of business management software, hardware, and infrastructure planning. Nationally recognized for providing exceptional information management solutions and service, BCG Systems designs, implements and supports cost effective ERP, CRM, and networking systems — in addition to custom applications and Web development. BCG Systems' certified professionals combine experience, commitment and ingenuity to maximize the return on each client's technology investment.

After enlisting the IT expertise of BCG Systems, work quickly got underway to transform the IT environment at PPP. A first priority was to transition the company to Microsoft Office 365, allowing for increased productivity.

"Since implementing Office 365, we've taken our responsiveness to a whole new level," noted Bonnette. "With the presence information provided through Microsoft Lync, as well as the instant messaging, video conferencing, and shared desktop functionality, we can not only respond to customer inquiries faster but also address internal user concerns and fix their issues."

Since expanding their operations to Mogadore, and adding on additional personnel, the desktop support function had grown increasingly challenging. When previously under one roof, Scott would simply walk to the users location to address their issues. Now, with Lync, the process is simplified thanks to desktop sharing, while travel expenses are drastically reduced.

PPP Finds Peace of Mind

From an IT perspective, there's nothing more unsettling than not having a firm grasp over your system backup procedures. For Scott Bonnette, he often wondered whether everything was getting backed up that should be, and on a regular basis.

Thanks to BCG Systems, the company's backup system was made real-time with data being transmitted back and forth between servers at both sites. "Compared to our previous nightly backup, the process now takes a lot of weight off my shoulders," noted Bonnette. "If something goes down, all we have to do is wait the time it takes to get a new box. Once we put all the virtual servers on it, we're back up and running!"

Expertise That's Second-to-None

Since enlisting the IT expertise of BCG Systems, Bonnette and PPP have made it a habit to engage the BCG Systems team in the discussion process for major company decisions to explore the benefits, costs, risks and effects on technology infrastructure.

"I have full confidence that the team at BCG Systems wants to do what's truly in the best interests of our company for the long-term," commented Bonnette. "They make both cost-conscious and business-oriented recommendations, that will provide us with the most bang for our buck."

"BCG Systems provides us with a high level of IT knowledge and support for much less than the costs of hiring a dedicated IT professional," continued Bonnette. "In my eyes, you can't get better value than the Network Assurance program from BCG Systems. It would be much harder to grow our business without it."



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