

UNIFIED COMMUNICATIONS

A MANUFACTURING
SUCCESS STORY

RELIABLE BANDWIDTH ENABLES INNOVATION

In an industry that demands perfection, communication is essential

About the Client

Since 1922, Arkay Packaging has been a leader in high quality folding carton packaging. Innovations in foil and velvet finishing have earned the company a reputation for excellence in delivering packaging that has a distinctive marketplace presence, which is critical in highly competitive markets that include cosmetics, pharmaceuticals and spirits.

Maintaining that reputation requires real-time communication between teams at three facilities in New York and Virginia. With all of the company's IT running through its Long island facility, the pressure was on Greg, Arkay's IT Manager, to deliver seamless connectivity up and down the East Coast. Since 2008, Arkay has relied on ITsavvy for reliable communications solutions, including phone installations and upgrades, and migration of email from onsite to our savvyMail hosted email solution. And when Greg initiated daily multi-facility conference calls in 2011, ITsavvy installed a state-of-the-art video conferencing solution in Arkay's three buildings. As network usage continued to grow, Greg realized it was time for a bandwidth overhaul. So he turned once again to ITsavvy.

OVERVIEW

Industry
Manufacturing

Client Profile

Arkay Packaging is a third-generation, family-owned business and a leader in the manufacture of high quality folding cartons. Arkay's clients demand packaging excellence within highly competitive markets that include cosmetics, pharmaceuticals and spirits.

Business Situation

Unreliable technology was impeding communication between Arkay's three facilities.

Solution

ITsavvy architects deployed savvyMail®, savvyBandwidth®, video conferencing and data/phone connectivity.

Benefit

A complete data/phone/mail/video communications package keeps teams on track and supports the corporate mission of excellence and innovation.

Their Challenge

Our savvyBandwidth® team conducted a complete assessment of the three facilities to determine the best solution within Arkay's budget constraints. The assessment identified a bottleneck in Virginia that was impeding conferencing and document flow.

Ed Jerome, Director, Carrier Services for ITsavvy said, "Arkay needed to increase their bandwidth, improve their reliability, and keep monthly costs at or close to current spending levels. With Level 3, we were able to provide five times the bandwidth with fiber optic circuits for about the same price as they had been paying. That's higher bandwidth, greater reliability and contained costs."

Our Solution

We deployed Level 3® Multi-Protocol Label Switching (MPLS) /IP VPN for high data delivery with low latency. Multiple services (voice, internet, VPLS, EVPL) are now supported by a single VPN port to help Greg's two-man operation better manage corporate-wide needs. Our savvyBandwidth architects were able to leverage existing equipment and technologies without additional hardware outlays. **"We have a bigger, more reliable pipe, and we are saving money,"** said Greg.

Their Success

The bandwidth upgrade was completed within project schedule and budget parameters. **"I always know where things stand with ITsavvy,"** said Greg. **"Communication is open and transparent. ITsavvy's commitment to supporting my needs is very high."** Arkay demands excellence internally as well as from its business partners, and ITsavvy is up to the challenge.

FOR MORE INFORMATION,

please contact an ITsavvy Client Executive.

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The ITsavvy Solution

HARDWARE

- Cisco phones
- Polycom Video conferencing
- Level 3 MPLS/IP VPN

SOLUTIONS

- savvyBandwidth
- savvyMail®

PARTNERS

- Cisco
- Level 3
- Polycom



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