ATLAS SUPPLY

+ CUSTOMER PROFILE
Organization providing industrial supplies to construction, manufacturing, aerospace and marine companies throughout the Pacific Northwest since 1917.

+ BUSINESS OBJECTIVES
With offices in Portland, Seattle, Tacoma and Spokane, Atlas Supply requires secure, reliable and fast connectivity to provide timely customer service and real-time collaboration and communication between branches.

+ SOLUTION
IP/MPLS VPN, Ethernet Services, Voice Services, SIP Solutions

+ BUSINESS OUTCOME
Improved connectivity, increased network speeds, disaster recovery solution, more responsive customer service and support.

> "Our sites are so interconnected; we needed to upgrade our network and increase connectivity speeds to collaborate more effectively."
>
> **Selena Ivey**
> Network & Operations Specialist, Atlas Supply

NETWORK UPGRADE TURNS UP SPEED OF BUSINESS

Business Challenge

Since 1917, Atlas Supply has provided specialty construction and industrial supplies to the marine, construction and aerospace industries in the Pacific Northwest. From planning through project review, Atlas Supply supports customers in demanding and exacting projects by delivering technically-advanced supplies and full-service support. As the company grew to four offices throughout Oregon and Washington, they found they were conducting business on outdated T1 lines that provided sub-par connection speeds for their growing needs.

Atlas Supply knew that their connectivity speeds were not only holding up internal processes like billing and invoice generation, but impairing the speed with which they could collaborate between offices to service their clients' needs in a timely manner. They required improved connectivity and network speeds for file sharing, transferring digital images, order entry and tracking. Wanting to increase their Internet connectivity speeds, enhance network performance, and speed up download rates, they turned to Integra who'd provided their Seattle office with voice services since 2005.

Approach

The outdated T1 solution that Atlas Supply was using could no longer keep up with the needs of their growing operation and prevented employees from collaborating effectively across all of their sites. After hearing about the issues, the Electric Lightwave sales and engineering team met with Selena Ivey, Network & Operations Specialist with Atlas Supply and proposed solutions to upgrade the company to Electric Lightwave's robust fiber network.

Increased bandwidth from a high-speed Ethernet solution would enable the speeds required for more productive and efficient operations while meeting the company's need for secure business continuity. A new IP/MPLS VPN solution was also proposed to provide the stable networking foundation required for high-speed data and communication transmissions.

Understanding Electric Lightwave's high performance IP/MPLS network would deliver the dependability needed to connect disparate locations and enable Atlas Supply staff to securely access and update data in real time, Ivey worked with Electric Lightwave's Project Manager to devise a plan for a phased network transition across all four Atlas Supply locations.

"Our Electric Lightwave PM was wonderful at providing milestones upfront and communicating honestly and proactively at every step along the way," said Ivey. "Communication was critical with all the moving parts of coordinating four different upgrade locations. She provided me with regular emails with schedule updates and was available daily for phone discussions."

"Throughout the 9-month process—from site surveys, through equipment installation and testing, Electric Lightwave was responsive and dedicated to our project's success," said Ivey. "I never had to go looking for answers; our PM would keep communication lines open and escalate issues so we always knew where we were with project goals and requirements."

Results

Fiber-optic upgrades to three of the four locations and an Ethernet over Copper upgrade for the Spokane office enabled notable speed improvements at all locations. Ethernet over Copper is an affordable option for smaller branch offices.

Electric Lightwave's reliable fiber network has substantially increased connectivity speeds for Atlas Supply. "Employee satisfaction and productivity have also increased," said Ivey.

During the installation, Atlas Supply improved their business continuity plan by relocating a back-up server from their main hub in Seattle to the geographically separate Lakewood location. Data Room security in their Portland office was also improved with the addition of an AC unit and non-invasive venting system which enabled the creation of a secure, locked-room environment.

In addition to the network upgrades, Atlas Supply began using the IntegraCare portal to track and manage support. "Our technical support has also improved," added Ivey. "With IntegraCare's portal, we can see directly into the system, so we know at all times what's happening with support tickets."

After network improvements, Atlas Supply is equipped for today's accelerated speed of business and prepared for the future. "Our growth potential is now easy from a data standpoint," said Ivey. "Electric Lightwave has increased our bandwidth so everyone can collaborate more effectively and efficiently as we continue to grow."

"With our amazing Electric Lightwave PM, I knew we had someone on our side who'd go to bat for us. She kept the ball rolling in the right direction."

Selena Ivey
Network & Operations Specialist, Atlas Supply

CUSTOMER BENEFITS

+ Improved connectivity speeds for faster emails, file transfers, internal processes and client communication.

+ Responsive and collaborative approach delivered a flexible solution to meet individual location requirements and addressed business continuity planning.

+ Improved customer service via IntegraCare's transparent and interactive service portal.

ABOUT ELECTRIC LIGHTWAVE™

Electric Lightwave™, an Integra company, serves as a trusted network infrastructure partner to enterprises, government agencies and carriers in select markets throughout the western United States. We combine dense metro and intercity fiber assets, enterprise-grade network solutions, including Ethernet, Wavelengths and IP, with a highly responsive and easy to do business with approach. Electric Lightwave offers a premium service experience to match our premium network infrastructure solutions.

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