



SERVICE COMMUNICATIONS INC.
Voice • Data • Security • Cabling

Cummins Northwest

The Challenge Cummins Northwest (CNW), a distributor of Cummins Inc. engine products, parts and services needed to reduce long distance phone bills and increase their bandwidth between their 13 locations. CNW utilized various long distance calling providers across multiple states. The solution had to be compatible with Cummins Inc. MPLS (multiprotocol label switching) network.

The Solution To meet CNW's goals, Service Communications Inc. (SCI) recommended a new converged network where voice traffic would be sent over the Cummins Inc. MPLS WAN, which gave employees easy-to-use 4-digit extension dialing. SCI designed and specified a new VoIP solution utilizing Nortel's Business Communications Manager (BCM) platform and 1140IP phones. In addition, SCI upgraded existing switches and routers to Nortel's Business Ethernet Switches and Ethernet Routing Switches.

The Results CNW was able to reduce long distance calling bills, eliminate the need for multiple providers, and provide a fixed bandwidth solution to ensure predictability of costs. In addition, the solution enabled CNW to reduce receptionist staff overhead by 90%, take advantage of new features not available to them with their old phone systems, and reduce maintenance and support costs. Further, CNW went with a single source, turn-key solution from SCI vs. a mixed solution of products, services and geographic support that was recommended by another bidder.

Client Testimonial "SCI didn't just supply equipment, they supplied a solution."
- Roy DuBois, Director of Information Services, Cummins Northwest

About SCI

Service Communications Inc. provides installs and supports voice, data, security and cabling systems. SCI's 20 year expertise offers the single source solution that has successfully integrated the network infrastructure needs for the retail, financial, healthcare, education and government sectors, among others.

We Bring Technologies Together

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