

Case Study: CMRSUMMIT Technologies Inc.**How Information Technology synergies deliver more power and success**

Based in the West Island of Montreal as well as Ottawa and Quebec, CMRSUMMIT Technologies is a designer and producer of specialty circuit boards. The company provides printed circuit board layout, manufacturing, assembly, and quick-turn prototyping services to an international clientele base.

The challenge

"Our IT network is extremely important to our business," says Louis Carrier, Executive VP of CMRSUMMIT Technologies. "Our success is founded on a customer service capability that depends on our network. It enables us to meet the specific on-time delivery and quality requirements of clients around the world with the shortest lead time in the industry. Downtime is not an option, so one of our challenges was to prevent it from happening. Another challenge is that we use very sophisticated high-end CAD/CAM tools that need very powerful computers. We can't just take workstations off the shelf for our type of computer-aided design work."

The solution

Regatronics met the initial challenge with a three-part solution. They enhanced CMRSUMMIT's high-speed internet and long distance phone packages and implemented in-depth security measures that neutralized threats to connectivity and kept the company's data safe. Then Regatronics eliminated potential interruptions that could be caused by CMRSUMMIT's Internet service provider by developing a solution that seamlessly switches to another provider if disruptions or slowdowns occur.

Industry: Specialty Circuit Boards
Layout, Manufacturing
and Assembly

Locations: Montreal & Ottawa

Regatronics met the next challenge and helped CMR to significantly enhance their resources by evaluating their work processes, defining requirements, testing alternatives, and eventually building customized, high-power workstations designed to support CMRSUMMIT's CAD/CAM technicians and CPU heavy applications with enhanced speed and reliability.

"Regatronics' knowledge, reliability, customized services, and personalized approach made them the right partner for us," states Louis Carrier. "Though we're a high-tech firm, we don't have to waste time explaining our issues to them because they're experts in IT and they understand our business. On a scale of 1 to 10, they get a ten for responsiveness and proactively meeting our needs. For example, one of our technicians' functions used to take 40 minutes twice a day. The workstation built by Regatronics cut the job down to 10 minutes - increasing our productivity and customer service."

CMR also benefits from a Preventative Maintenance Service Plan.

"The maintenance plan makes so much more sense than waiting for something to go wrong," adds CMRSUMMIT's Executive VP. "The Regatronics team is on-site every week helping us to work faster, better, and with greater cost-effectiveness."

"As far as IT goes, Regatronics is an extension of our service and an integral part of our company. Simply put, they make us a better supplier for our customers."

**- Louis Carrier, Executive VP of
CMRSummit Technologies.**