

Case Study: QED Wire Lines

Industry:	OEM (Steel Wire)
Locations:	3 offices in Montreal

Leveraging Information Technology to accelerate their business

Founded in 1994, and headquartered in Montreal, QED Wire Lines is a world-class designer and manufacturer of process line equipment for the steel wire industry. The company caters to an international clientele and has experienced tremendous growth in recent years. QED Wire's in-house design team has developed a line of products and services that have revolutionized industry standards.

The challenge

QED Wire Line's co-founder, Gordon Murray first met Regatronics a few years back while looking for a laptop computer. He discovered them on a list of recommended HP suppliers in his area and soon knew he had found someone he could trust. A couple of years passed before the company need IT support again, but Mr. Murray remembered the service he'd received from Regatronics the first time around.

"I just know when I'm getting excellent service," says Murray. "I liked the service I got with Regatronics and I liked the people I dealt with, so I called them again when we needed to setup a network and again when we moved to a central office."

"Because we're primarily an engineering company, we need to share information quickly and efficiently among the employees," explains Murray. "After expanding our team, we knew we needed a common database that everyone could access, but my partner and I also wanted the flexibility of being able to work out of our remote offices without any disruptions to our communications infrastructure."

The solution

Regatronics met the initial challenge with a three-phase solution. First, they installed a Windows Small Business File Server to provide QED with a central repository to store their mission-critical information. This eliminated the inefficiencies of searching for files and managing different versions. A SonicWALL VPN (Virtual Private Network) was also configured to give employees secure remote access to the main server. Next, was the installation of a Microsoft Exchange Server with an e-mail program and groupware applications that allows employees to share company information, calendars and contact lists.

The final piece of the puzzle was the implementation of a TalkSwitch VoIP (Voice over Internet Protocol) telephone system that allows for the seamless transfer of calls from QED's central office out to the two satellite locations. This gave Mr. Murray and his partner the flexibility they were looking for to work remotely if needed without sacrificing connectivity to their data or communication tools.

"QED Wire Lines is an ideal customer because they understand which technologies are relevant to their core business," says Mike Regan, President of Regatronics. "We were then able to help them select the right products and use them correctly to really accelerate their business."

<p>"Our level of expertise with all these IT issues is not very high," concludes Murray. "I'd have to say we would be toast without Regatronics. They are not on our payroll but they are definitely a critical partner who we have a great deal of respect for."</p>

<p>- Gordon Murray President QED Wire Lines</p>
