



Live IT, Breathe IT, Manage IT

Celebrating 38 Years of Excellence

Who Can We
Contact In SE Texas
To Update Our IT,
Telecommunications
Equipment & Service
Solutions?

CASE STUDY - MUSTANG CAT



When a company with a long heritage of serving Houston and Southeast Texas with equipment & service solutions needed to update their own IT and telecommunications equipment & service solutions, they trusted ICS.

Mustang Cat in Houston, Texas, is a reseller of Caterpillar equipment and power systems. They've been in business for over 60 years and have 900 employees. Since its founding in 1952, Mustang Cat has supported numerous projects that have shaped the footprint of Houston.

WHAT IT ISSUES WERE THEY HAVING?

Mustang Cat was using old technology. Their security system was antiquated and didn't work well. ICS solved this by upgrading all of their telecommunications and technology.

HOW DID ICS HELP MUSTANG CAT?

Mustang Cat has had a good working with ICS for many years, helping them with solutions and services for their:

- IT Network
- Structured Cabling
- Wireless System
- Mitel vMCD Telecommunications Platform
- Clear2There Video Surveillance system with 90+ cameras
- Clear2there Access Control system at all of their entry points
- Valcom Paging System

Mustang also uses Dell and HP desktops. ICS now has them set up with the latest technology available in the industry.

HOW DID HAVING A RELIABLE VOICE SYSTEM HELP MUSTANG CAT?

Neil O'Dell from Mustang Cat's IT staff tells us more:

"Even these days with instant communications, email, text messaging and more, our voice system is our main source for customer contact. It's critical to our business. And having the ICS support team there for us whenever we have an issue is great. Many of our departments rely on our Mitel phone system, and we must ensure the highest voice quality, that calls aren't dropped, and that we're not missing calls.

Our rental business for heavy equipment is very fast paced. ICS's Mitel vMCD Telecommunications Platform handles a high volume of calls and distributes them to our sales team, so calls aren't dropped. When calls are dropped, customers rarely call you back. So we rely heavily on our Mitel voice system and ICS's expertise."

HOW HAS ICS MET MUSTANG CAT'S EXPECTATIONS?

Neil explains:

"ICS has exceeded our expectations. We've had outages during off hours and over weekends. The ICS team will come in overnight or on weekends to replace systems for us. We have a solid relationship, and we depend on ICS for so many different things.

They've stepped up and provided us IT Service & Support in so many areas. For any technology service provider, this would have been a huge undertaking. ICS handled it all for us.

We also use their support team many times during the course of a week. Any support issues we have with our IT, voice systems, or access controls, they are right here to take care of them. They are knowledgeable about their product line and the technology behind it.

CONTACT DETAILS

ICS - IT, Voice & Video
sales@ics-com.net
Phone: 1 (866) 427-4722
www.ics-com.net

ICS always gets the job done, and they go the extra mile to make sure we're satisfied with their products and services. I would definitely recommend other businesses that need high-level support like this contact ICS."

HOW MUCH CAN OUTDATED TECHNOLOGY COST YOUR BUSINESS?

Outdated technology causes frustration for your employees. There's no telling how much time and effort is wasted trying to get IT equipment to run correctly. For some, downtime can cost thousands of dollars per hour. You must take all this into consideration when thinking about whether to replace old, outdated equipment.

What if you have one old server that keeps shutting down and each time it does, half a dozen employees aren't able to work? Maybe your IT department can get it back up and running within half an hour. This only happens once a week. But let's look more closely at exactly what this costs just in employee salaries alone.

- 6 employees earning \$20 per hour each = \$120 per hour or \$60 for 30 minutes
- 30 minutes of downtime each week for 50 weeks per year = \$3,000

But you haven't figured in the time it takes your IT department to get the server back up and running. You probably pay your IT people a lot more than \$20 per hour.

- 3 IT people at \$30 per hour = \$90
- 3 IT employees working on this old server for an hour per week
- \$90 per week for 50 weeks = \$4,500

So far, you've spent \$7,500 on this single old server that really should be replaced. It isn't performing well. It's slow, and it can't run the latest and best programs that organizations are using today. You still haven't figured in the cost of lost work, orders, customer service, or whatever your team members would have been doing if the server hadn't broken down.

HOW CAN OUTDATED TECHNOLOGY IMPACT DATA SECURITY?

No network is entirely safe from hackers these days. So how do you minimize the chances that your network will get breached? You need the latest and best hardware and software, plus regular security training for all employees, even upper management.

Older computers, servers, and software are an easy target for hackers. Without up-to-date and a properly configured network infrastructure, your business will be vulnerable.

CAN OLD TECHNOLOGY AFFECT YOUR COMPANY'S ABILITY TO GROW?

There are lots of other reasons to replace your old, outdated hardware and software. It's much harder to expand your business. When you can't meet the needs of your customers, they'll go someplace else. Your competition will be able to take over your market share.

As with any emerging technology, it's more cost-effective to replace equipment every few years than it is to struggle with outdated equipment. The gains you'll experience from upgrading your hardware, software, phone service and more will outweigh the cost of replacement.

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