

## **Commercial Door and Hardware, Inc.**

### **Solid IT System Management for Manufacturing and Distribution**

From custom manufacturing to installation, Commercial Door and Hardware, Inc is a full service company providing general contractors with a virtually limitless number of options when it comes to doorways... right down to the door handle. The company manufactures and distributes hollow metal doors and commercial-architectural flush wood doors, all of which you can see in prominent buildings throughout Arizona and the southwest.

Established in 1991, the company has manufacturing facilities in Albuquerque NM where the company first started, an office in Las Vegas, NV and is headquartered in Tempe, AZ. Through their expanding operations, they have become one of the largest commercial door distributors in the southwestern US, with a solid reputation for providing consistent, dependable and high quality service.

**The Challenge:  
Unreliable Computer Systems**

“Our customers depend on us to get the job completed within budget and on schedule,” says Eileen Cummings, Commercial Door and Hardware’s Vice President of Operations. “And our employees depend on our network being up and running in order to meet those needs. System downtimes just cripple us.”

Therein lies the problem. Initially the company had its own in-house information technology (IT) manager and then opted to outsource its system management. The company found that no matter what it did, there was the continual worry about data security and system reliability. Fears that were well founded when the company’s back-up system failed during a system crash. Only by manually reconstructing the

information was the company able to avert a total disaster.

**“A Wellness Plan”**

For help, Commercial Door and Hardware turned to Phoenix-based Enterprise Technology Services (ETS), which has been serving the Valley since 1998.

However, the first order of business for ETS was not to talk technology. It was to listen – to get an understanding of the business, the company, its priorities and goals. With this understanding, ETS laid out a strategy that would enable the company to achieve system reliability, increase system performance and provide absolute certainty about data security.

“It was like our system was being held together by Band-Aids,” Cummings said. “But I feel like ETS sat down and put us on a wellness plan. And even now, we sit down regularly, evaluate where we are, what we’ve accomplished and discuss what opportunities still exists.”

**“More Bang for the Buck”**

The most immediate need was to implement some system changes in order to stabilize the company’s computer hardware and software. But the real difference came from the services and expertise available through the ETS Managed Services Division and its exclusive ProView program, which included continuous on-site system back-up and two levels of off-site redundancy.

ETS remotely monitors Commercial Door’s network and computer systems on a 24x7 basis. This helps identify potential issues before they become problems and allows for immediate fixes through remote remediation. An ETS service engineer also regularly visits Commercial Door’s headquarters to carry out routine administrative tasks and make

physical changes to equipment. Onsite needs at the company’s other locations are managed by ETS through its relationship with local providers.

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~ Eileen Cummings  
Vice President of Operations

“Our applications are industry specific and our network has become quite complicated,” Cummings said. “Within its organization, ETS has the people with the skills and expertise ready to help us at all levels – whenever we need it. They’re already familiar with our company and our operations. Few companies could ever afford to have that kind of system support. I know ETS gives us a much bigger bang for our IT buck than any other alternative.”

**Peace of Mind**

Cummings noted, “ETS provides excellent customer service. They are the first IT company I’ve worked with that is proactive. They are responsive to our needs and understand the impact various problems can have on our business and our customers. With ETS, they do what they do best, enabling us to do what we do best – which brings peace of mind to us all.”