

Commercial Resins selects NexusTek to deploy Office 365 and transform internal communication



Overview

Location: Denver, CO

Company Size: 11-50 employees

Type: Privately Held

Industry: Pipe and Rebar Coating Services

Website: www.commercialresins.com

Customer Profile:

Commercial Resins is a family company with 40 years of pipe and rebar coating experience. They are the one-stop source for all coating applications. Commercial Resins coating plants have serviced and worked closely with the oil and gas and construction industries for years and can accommodate any pipeline solution.

Business Situation:

Commercial Resins needed a complete collaboration solution to improve internal communication and end-user support.

Solution:

Commercial Resins engaged NexusTek to deploy Microsoft Office 365.

Benefits:

- Vastly improved internal communication within the company
- Increased operational efficiency

“ I am constantly traveling between our different offices. Recently, one of our employees had an urgent computer issue that needed to be addressed, just as I was about to board a flight to one of our other locations. After connecting to Wi-Fi I was able to host a video chat through Lync and access her desktop remotely from 30,000 feet! This would not have been possible without Office 365.” – Brian Willms, CIO, Commercial Resins

Business Need

Commercial Resins lacked an internal collaboration system, relying instead on third-party email services and manual effort. They were spending hours of time coordinating meetings and events, struggling to support the IT needs of staff, and managing disconnected email in multiple locations on multiple devices. In 2012, Commercial Resins began to seek out a solution that transform the way they operated their business. They enlisted the help of NexusTek to deploy a cloud-based Microsoft Office 365 solution to address their collaboration and IT management problems.

Solution

Commercial Resins chose NexusTek because of the strong pre-project analysis that was more thorough and better prepared than those of other companies Commercial Resins had considered. NexusTek's experience with Office 365 deployments allowed a seamless conversion from Commercial Resins' existing email service to a complete cloud-based collaboration platform without disrupting day-to-day processes. Deploying a familiar, but more efficient solution helped mitigate downtime and ease user adoption within the company.

Results

With the help of the NexusTek team and Microsoft Office 365, specifically the Exchange email and Lync messaging capabilities, Commercial Resins has vastly improved their internal communications efficiency. They are spending less time scheduling meetings and more time with their customers. With Lync, they are able to conduct meetings and chat sessions through video messaging and audio conferences that do not require them to all be physically present. These easy-to-use tools allow staff members to feel like a unified team even though they are spread across different states. Lync messaging allows remote access to end-user desktops, improving identification and speeding resolution of technical support and business process issues. With Office 365, NexusTek has enabled Commercial Resins to operate at a higher level of productivity, improved collaboration and efficiency.