



## Johnstown Wire Technologies

# Case Study

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### **ABOUT JOHNSTOWN WIRE TECHNOLOGIES**

**Johnstown Wire Technologies, Inc. (JWT)** is the largest producer of steel wire products made from carbon and alloy wire rod. Headquartered in Johnstown, Pennsylvania, JWT employs 250 people and operates from a single 638,000-square-foot facility. Their customers are primarily in the transportation and construction industries, but JWT services businesses in the machinery, capital goods, energy/electrical power, consumer products and aviation industries as well.



## OVERVIEW

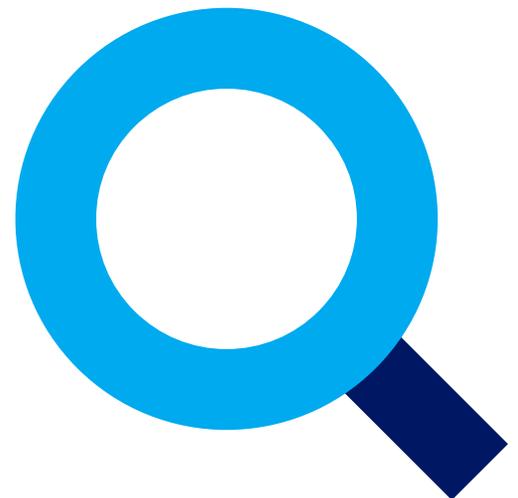
When Patrick McClain joined JWT in 2016 as IT Manager, he became responsible for a large range of technology needs. His duties include overseeing network infrastructure, maintaining servers in the company's data center, setting up email addresses and PCs, connecting phone lines, onboarding users and handling any additional employee software needs. Right away, he knew one of his first major projects would be updating the company's antiquated and unreliable phone and Internet services to a more sophisticated network.

When Patrick arrived, Verizon Fiber already existed within JWT's facility. However, it wasn't positioned in a good location for the flow of the network. And because JWT is located in an old GTE territory that isn't well-recognized by Verizon, their antiquated copper system often led to service outages, especially during rainy and inclement weather. This created an inefficient work environment, with Patrick often spending an entire day trying to submit a troubleshooting ticket with Verizon.

An IT network outage meant the company's production, customer service, shipping and more were interrupted due to a lack of communication resources, affecting

productivity across the entire business. With the possibility of long-term loss of employee output, profitability and reputation, Patrick knew he had to find a new provider that could deliver the speed, reliability and support that JWT needed.

Patrick made it his goal to provide JWT with the highest uptime possible. Since the company operates 24/7, that means IT services could only be unavailable for approximately 10 minutes out of the year. It's a difficult goal to achieve, but Patrick felt confident that he could achieve this high standard with the right telecommunications provider and partner.



## SOLUTION

After running the numbers, Patrick determined that JWT could save more than \$30,000 a year by switching Voice and Internet services from Verizon to Breezeline's Business Hosted Voice and Fiber solutions. But while Patrick had worked with Breezeline™ in the past at a different organization and knew they had the technology and resources he needed, he was concerned that JWT's facility might be too large. "Breezeline proved they could handle the job," Patrick says. "They gave me a device I could test for a couple of weeks, and I actually felt that equipment sounded much, much clearer. So it really helped me make my decision."

**"I consider Breezeline part of my team, a really critical part of my team."**

With Patrick satisfied, Breezeline provided all of the phones for JWT and was able to update services within four months. Breezeline was also on-site at JWT's facility to help Patrick with inventory, testing, documentation, porting the phone numbers and any other help he needed with planning or processes during the transition.

By switching to Breezeline, JWT was able to operate much faster and more efficiently while enjoying unparalleled support. Patrick says the support from Breezeline is so valuable because he'll receive updates and explanations about outages before he even has to submit a help ticket. In his words: "I consider Breezeline part of my team, a really critical part of my team."



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