

CASE STUDY

The Greater Austin Merchants Association (GAMA), a wholesale distributor serving independent first-generation American business owners in

Central Texas, wanted to consolidate its separate warehouse and corporate offices into a new 100,000 square foot facility in North Austin. GAMA required a new phone system that allowed easy communication between employees in both corporate and warehouse departments, a stable and secure wireless network and a well designed underlying IP network.

GAMA contracted White Glove Technologies to build out the facility's technology infrastructure. This office relocation project involved installing 20,000 feet of cable for the voice and data network, an overhead paging system, routing and switching network equipment, a Zultys IP phone system with dozens of phones and a mesh of strategically placed wireless access points.

White Glove's solution allows GAMA to be more flexible and efficient. The new wireless network is critical for their day-to-day operations which rely on wireless hand-held devices in their warehouse. The wireless solution also provides flexible configurations to meet changing business needs. For example, GAMA recently hosted a meeting and wanted to have separate wireless Internet access for guests. White Glove was able meet this need by rapidly creating an additional wireless configuration while limiting access to only the conference room. The new dynamic network and phone system also allows users to physically relocate their phones and computers without requiring any reconfiguration.

GAMA uses White Glove's managed IT service to provide ongoing proactive monitoring and management for the network and servers.

“ White Glove Technologies did an excellent job providing the solutions we need. Would recommend! ”

PROJECT SNAPSHOT**CLIENT NAME:**

Greater Austin Merchants Association (GAMA)

LINE OF BUSINESS:

Wholesale/Distribution

YEAR FOUNDED:

1995

COMPANY SIZE:

*41 employees
48M in annual sales*

GOALS:

Consolidate offices to new 100,000 square foot facility with an efficient, reliable voice and data network.

CHALLENGES:

Large unfinished building lacking voice/data cabling and networking that met GAMA's requirements.

SOLUTIONS:

- *20,000 ft. of Network Cabling*
- *Secure Wireless Network*
- *Redesigned IP Network*
- *Zultys VoIP Phone Solution*
- *Overhead Paging System*
- *Managed IT Services*

RESULTS:

Consistent and reliable call management and stable wired and wireless networks.