

MarWatch

Customer Success Story



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Swisher Hygiene

Cost Savings and Peace of Mind with MarWatch and ComRes

Swisher Hygiene (NASDAQ: SWSH) is the leading provider of commercial hygiene products and services in North America, with more than 30,000 customers. Founded in 1986, Swisher offers a proven, affordable and convenient service to businesses in industries such as hospitality, retail, healthcare, foodservice and education. Headquartered in Charlotte, North Carolina, Swisher also has remote sales and support locations throughout the United States. As a business that prides itself on stellar customer service, keeping voice and data systems running smoothly across all locations is important to Swisher.

The company relies on South Florida-based Mitel authorized PARTNER ComRes to ensure their business communication systems are the best that they can be. One of a small group of Mitel partners who have achieved Mitel's Voice Virtualization Specialist certification, ComRes is a technology partner for businesses across the United States. Since 1988, ComRes has delivered managed service solutions for telephone systems, surveillance, phone and computer cabling and computer networks. ComRes worked with Swisher to understand its business communications needs, and recommended a Mitel Unified Communication (UC) solution. Today, over 300 Mitel IP phones are deployed in more than 100 Swisher locations across the United States, with the MiVoice Business platform, MiVoice Border Gateway servers and Mitel 3300 controller installed in their Charlotte headquarters.

Customer Needs

- Pinpoint source of issues quickly and easily.
- Manage multiple network components.
- Maintain uptime for good customer service.

Challenge

Voice over IP (VoIP) technology has changed business communications, reducing the cost of communications between headquarters and multiple remote locations. Compared to landlines, IP phones are more cost effective, with long distance costs eliminated. Mitel UC systems bring a new level of flexibility and operational efficiency to businesses, facilitating improved collaboration with capabilities such as document sharing, visual support of phone calls and more flexible messaging and voice mail. Additionally, VoIP systems deliver improved voice quality over their traditional counterparts.

While the shift towards IP-based telephone systems has brought huge improvements in cost and service to Swisher, there remains significant complexity in this widespread business communications network. Many remote locations means multiple regional ISPs (internet service providers), and several connection types, including DSL, cable and T1. Issues such as reduced voice quality or device availability can be difficult to detect and address, with phone sets and SIP trunks in locations remote from headquarters. Customer service is critical for Swisher, and ongoing uptime of the Mitel business communication system plays a key role in delivering on their service commitment. With a significant investment in sophisticated communications equipment, Swisher needed to ensure its network could be monitored and supported on a 24/7 basis.

Solution

ComRes understood the challenges that Swisher faced in managing this leading-edge business communications network. To offer Swisher the assurance of an always-monitored network, ComRes deployed MarWatch. Designed specifically for Mitel systems, MarWatch is software that offers secure remote access to networks anywhere in the world, delivering 24/7 performance and availability monitoring of Mitel UC equipment and applications, as well as the associated network infrastructure. To extend the value of the service, MarWatch also delivers alerts in real-time when issues are detected.

For Swisher, the result is peace of mind – and a reduction in the cost of supporting their network. “The MarWatch system has given us confidence in the reliability of our phone systems”, said Brian McSweeney, Systems Administration Manager, Information Technology for Swisher Hygiene. “The system’s monitoring and alerts ensure that performance or availability issues can be addressed early, helping us to avoid downtime and disruption to service. In addition, secure access to remote locations eliminates the cost of onsite visits for troubleshooting. MarWatch is a cost-saver that has delivered a solid return on investment for Swisher”.

ComRes Operations Manager Chris Jochum agrees that MarWatch reduces the cost of supporting Mitel UC systems. He notes that the system also reduces the complexity of networks like Swisher’s, pinpointing the cause of an issue more specifically: “In a geographically widespread network, there are multiple components, including different ISPs and internet connection types. That makes it more difficult to know what is causing a problem. With MarWatch, we can isolate an issue more specifically to the right location or ISP, and access these locations remotely. The MarWatch solution helps us be proactive and address issues before they can cause downtime for the customer”, said Mr. Jochum.

Deployed in close to 1000 enterprise and service provider networks around the world, MarWatch leads the industry when it comes to depth of visibility into Mitel UC systems. In fact, MarWatch offers visibility right down to the IP handset. MarWatch monitors IP handsets connected to MiVoice Business, offering an inventory of all remote IP telephones, including their status of in service, disconnected, never connected or unprogrammed. This depth of visibility is another key reason that MarWatch has become the solution of choice for monitoring and managing Mitel IP phone systems.

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Brian McSweeney
Swisher Hygiene

About Martello Technologies

Martello Technologies is the leading provider of fault and performance management capabilities for Mitel Unified Communications (UC) solutions and multi-vendor networks. Deployed in close to 1000 enterprise and service provider networks around the world, our MarWatch system provides secure 24/7 remote access to equipment and systems. Delivering superior network visibility, MarWatch monitors network equipment and applications in real-time, detecting issues and alerting personnel before service levels are impacted.



Secure. Reliable. Proactive.
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