



Modernized Cloud-Hosted Voice Solution for Brentwood Industries, Inc.

Case Study

Brentwood

www.brentwoodindustries.com

Industry

Manufacturing

New Era Technology Solution

New Era CloudBlu TDRaaS

Summary

Brentwood is a second-generation family business, founded and headquartered in Reading, Pennsylvania, that specializes in producing plastics and using plastic materials in innovative ways. The company operates 15 world-class manufacturing facilities in the United States and across the globe. They were experiencing issues with existing on-premise phone software and needed to modernize their technology.

Challenge

Brentwood's inherited, on-premise phone software was out of date and causing a number of business challenges. After a separate issue with two of their servers, Brentwood requested that New Era Technology skip the POC process and migrate 600+ users as quickly as possible to a modernized office environment. Having worked with New Era Technology for 10+ years, Brentwood's IT staff trusted New Era to find the best technology solution to accomplish this goal.



Solution

New Era began conversations with Brentwood to understand requirements and set proper expectations. The team was committed to ensuring Brentwood experienced zero downtime during this transition to a modernized cloud environment.

New Era enabled Microsoft Teams for their entire organization globally before shifting gears into a UC rollout. By quickly identifying all of the critical information, New Era was able to execute a number port within days to get Brentwood up and running. Leveraging New Era's Global CloudBlu Direct Routing platform, New Era collaborated with Brentwood to enable their entire organization to shift from on-prem chat/calling to Microsoft Teams chat and calling.

Outcome

Brentwood is able to easily turn up new users within minutes. This solution is not only an improvement from an efficiency standpoint but also from a user experience perspective. Brentwood is no longer hindered by a clunky, on-prem system that required eight different servers to provide a significantly lower quality experience than what they have now with Microsoft Teams.

As a result, Brentwood has indicated that users are happier, the quality of their experience is better, and Brentwood can now focus their efforts on other pressing IT matters, knowing that Microsoft Teams is providing a reliable collaboration and communication platform for the organization.

"Our partnership with New Era is top-notch. The team understood our needs perfectly and guided us through the entire process, ensuring a smooth implementation. We have now enhanced our user experience and modern workplace capabilities while continuing to leverage our investment in Microsoft."

— Dennis Reed, Global Head of Technology
Brentwood

Want to learn more about this project?

Contact New Era Technology today at neweratech.com/us/contact-us or call 877-696-7720.