

Right Tools for the Job

Teoma provides Seco Tools with both voice and data network support.

Since the 1920s, the scientists at Seco Tools have been developing breakthrough metalworking technologies for milling, turning, hole-making and threading applications. More than just a tool manufacturer, the company applies its know-how and process expertise to positively impact the profitability and competitiveness of customers in the automotive, aerospace, mold and die, precision manufacturing, medical, and farm and heavy-duty equipment industries.

Teoma Systems takes a similar approach to serving its customers. With extensive experience in both voice and data technologies, Teoma is able to serve as a one-stop shop for organizations like Seco Tools. In fact, that capability is a key component of the decade-long relationship between the two firms.

"Because systems are so interconnected, it's very easy for vendors to just point their fingers at each other," said Paul Allvin, Network Manager for Seco Tools, Inc. "When we have a problem with the network I can call Teoma and it doesn't matter if it's something with the phone system or something data-related. The technician who comes out can call on other experts within Teoma and get everything handled at once."

Comprehensive Solution

That kind of streamlined IT support is a real boon to Allvin, who heads a three-person team that provides network support for all of Seco Tool's North American operations. The company has four locations in this region — Warren, Mich., Lenoir City, Tenn., Hays, Va., and Milton, Ontario — as well as 180 sales people who work out of their homes throughout North America. Allvin looks to Teoma to provide product knowledge, technical expertise and manpower to support his team's efforts.

"Teoma is always very responsive and willing to research new solutions or help brainstorm ideas," he said. "Let's say we're putting in a new data line and we want to run voice across it — can our network handle that? How can we better manage our voice and data communication lines across all our sites? Because Teoma knows our infra-

structure, they're able to help with those kinds of questions and can usually come up with answers pretty quickly."

Teoma also assists Seco Tools with new implementations. Recently, the Teoma team installed and configured the company's Avaya IP telephony system in both Warren, Mich. and Lenoir City, Tenn.

"The engineer who designed and oversaw the installation of our phone system was very intelligent and knew a lot about the Avaya technology," Allvin said. "Teoma also provided a lot of assistance in ensuring that our data network could handle voice."

End-to-End Support

One of the key features of the IP telephony system is its ease of use — end users can simply unplug their phones and move them to another location and still have the same extension and user-defined features. This is especially beneficial in remote locations that lack IT staff.

"The phone system has been a big success, particularly in Lenoir City where we don't have an IT person," Allvin said. "In fact, we're looking at implementing IP telephony in our other sites as well."

Still, making the phone system work over far-flung data networks requires the special blend of voice and data expertise that Teoma provides.

"As we added more and more phones we started having a few problems. We weren't sure if they were voice- or data-related," Allvin said. "Teoma came out and narrowed it down for us and got it resolved."

It's that kind of know-how that separates a supplier from a true business partner — one who can add real value to the relationship. For Seco Tools, Teoma serves as a trusted source for voice and data solutions and support.

"The keystone component of Teoma culture is to always operate in the best interests of our clients — each and every day. The reward for our efforts are clients such as Seco Tools," said Bob Wacker, VP, Area Sales, Teoma Systems. "We truly enjoy working with the entire Seco Tools team and are delighted to have them as a client."