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Allan Company Case Study

Tierzero helps Allan Company implement an efficient data and voice network

Overview

Industry
Recycling

Contact
Michael Ochniak
CFO

Headquarters
Baldwin Park, CA

Services
Recycling facilities for the public, business and municipalities

About Allan Company

Allan Company was founded by Stephen A. Young in 1963. They currently have 20 locations and are one of the largest recycling companies in the industry, but are still family-run and still holding onto their family values.

Today they have one of the only nine recycling facilities in the US to be certified by Recycling Industry Operating Standard (RIOS). It represents the highest level of quality in their industry.

Challenges

Michael Ochniak and Dan Yuan are responsible for maintaining an interconnected voice and data network between the organization's headquarters and branch offices. The various facilities are located within the footprints of different local carriers and many of the locations are in underserved areas. Additionally, each office had in its own in-house phone system. The task of keeping everyone connected posed several challenges:

- Multiple Carriers meant multiple bills and this created a burden for the organization's accounting team.
- Since many of the locations are in what would typically be called underserved areas, the company was very limited in their service options.
- Secure connections between the locations had been created with a complicated mesh of IPSEC tunnels that were managed from individual devices at each location. This created significant overhead, slowing down the network.
- If any location had a tunnel issue, it required Dan or one of his staff to dispatch to that site to correct the issue. This slowed response times and caused lost efficiency.
- With the tunnels, all data traffic was routed through headquarters so that it could be content filtered. This put a big strain on the network in terms of bandwidth usage.
- There was no easy way to transfer calls and communicate over the phone between locations.

Solutions

Dan approached Tierzero with his concerns and we designed a solution.

- Utilizing our Layer 2 connections with all of the major carriers, we were able to service all of his locations under a centralized provider on a single straightforward bill.
- By leveraging these relationships with our carrier partners, we were able to build in fiber to most of the company's locations or provide them with increased bandwidth using fixed wireless service.
- Tierzero created a centrally managed MPLS network between all their locations, improving performance and reducing downtime. Since the MPLS is centrally managed by Tierzero, this freed up time for Dan and his staff to focus on their core tasks and users are no longer held-up waiting for them.
- Tierzero installed a centrally managed firewall on its network so that all outbound traffic gets filtered and firewalled at the network core greatly reducing bandwidth usage at Allan Company's HQ.
- Using our cloud-based Hosted PBX service, Allan Company now enjoys a global phone system that allows users to extension dial between all of their locations and transfer calls seamlessly to any user, anywhere.

Results

Michael says, "Tierzero provided us with options to make our business operate more smoothly and they have gone above and beyond for us. They were able to bring reliable, fast service to locations we had been struggling with for years. The Sales and Engineering teams have always been there for us with solutions that work for our business. When we need support, the care team is friendly and responsive. We're glad we chose Tierzero as our telecommunications partner."