

Success story From the Cisco factory to the shop floor

How we work with ADTS to monitor EDCO's processes

There are many companies and processes in between the delivery of Cisco products at the factory to their deployment at the end customer. During those processes, we support our partners while they provide services to their end customers. How does that work in practice? In this case study, we show how trading company EDCO makes its processes run smoothly thanks to the Cisco managed services from reseller ADTS and Comstor support.

Bernhard van der Linde, Director ADTS

"Comstor was recommended to us by Cisco, and we have been working with them for over ten years. Because we could secure credit quickly through Comstor, we were able to close a good deal with Fokker right away."

The nice thing about Comstor is that they discuss the alternatives with us so we can quickly arrange something for our customer. We contact them, often daily and sometimes by text message, and as soon as the equipment is delivered, we can start building."



Patrick Govers, Managing Director Comstor Benelux

"ADTS has been a loyal partner for many years. When they do a quote for a customer, they usually put the specifications together themselves, but sometimes they will contact us for support. We will then go out and get the prices and pull together a quote for them to approve."

Bernhard (ADTS)

“EDCO got in touch with us because there was a problem with their infrastructure. It had grown organically and needed to be rebuilt. So we gave advice on the layout and eventually rebuilt the infrastructure to make sure the router and switches were working properly. Then we started looking at what other adjustments we could make. To ensure everything was correct, we ended up working until half past four in the morning.”

Then, when EDCO built a new distribution centre, we added it to the solution.”



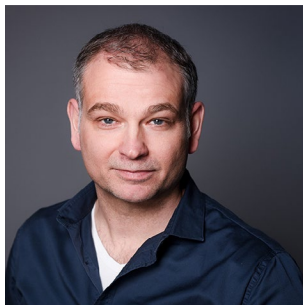
Patrick Verkuilen, IT Manager EDCO

“At the time we had several smaller warehouses, which was very difficult for logistics. We wanted to make efficiency gains to continue to grow as a company, so we decided to invest in a central 100,000m² distribution warehouse in Deurne. An advanced new network had to be installed so that picking and packing could be done wirelessly.”

Wim Koops, System Administrator EDCO

“This large warehouse was completed in 2012. The challenge was that the building work was still going on when the employees were moving in. They wanted to be able to scan in their goods. In the beginning we did that with a small router, but that was only a temporary solution.

ADTS quickly arranged for the required Cisco access points to hang the scanners on them. They installed and configured the equipment very fast, so we didn't have to worry about anything.”



Patrick (EDCO)

“This warehouse was also added to our ICT infrastructure. And ADTS has done a lot more work for us. For example, last year we started reusing a property in Moerdijk that we had previously let out to third parties. ADTS helped us renew the network by adding in a few new switches.

We have a new head office in Eindhoven which has also been equipped with completely new switches and networking. And we will soon be completing a large showroom in this building, and this will also need to be equipped with the necessary connectivity.

Finally, the switches in our warehouse management system are at the end of their useful life. So we are looking at how we can replace them and bring them in line with what we now have in Eindhoven.”

Bernhard (ADTS)

"We have an ongoing contract with EDCO to monitor the infrastructure. So if minor changes are made, we check that the infrastructure is working correctly. When there are new activities at the network level, the people from EDCO come to us. If there are issues or malfunctions, and there are also other parties that supply things, we use the power of working together to solve the problem."



Patrick (EDCO)

"Contacting ADTS is always easy. We have a separate emergency number outside office hours and standby can be arranged fairly quickly. If that doesn't work, we also have a direct number for Bernhard, and he always responds very quickly."

Bernhard (ADTS)

"We usually don't have that much contact with Comstor after the equipment has been delivered, unless something breaks or we need to order something extra. There are times when it is critical for a distributor to have stock and act quickly. Luckily this is the case with Comstor, because a delivery time of six weeks can be too long."

When choosing a distributor, the price is not the most important for me. The fact that they support me in all areas is much more important. So far, Comstor has helped us further in various scenarios, such as in marketing. They also signed us up for their mentoring program, which aims to help Comstor partners improve over time."

Getting in touch with Comstor is easy. I occasionally chat with Patrick Govers. And the deliveries are fast. If something doesn't go completely to plan, they fix it within a short period of time. And as a partner, you are aware of what is going on."



Patrick (EDCO)

"Due to Cisco's reliability and ADTS's superior services, we have had a very low number of disruptions to our network. This has meant that our business has been able to continue to grow and run on the network we have."

ADTS

