

Taridium displaces legacy telephony solution at TT Electronics

About TT Electronics



TT Electronics integrated manufacturing services is a wholly-owned subsidiary of TT electronics plc, a British owned global electronics group, with 23 main manufacturing sites worldwide, 7600 employees and revenue of £545m (US\$1 billion) in 2007.

Delivering one of the widest ranges of electronics and system integration manufacturing processes with a full complement of support services, TT electronics integrated manufacturing services operates a global footprint with manufacturing locations in North America, Europe and Asia.

TT electronics integrated manufacturing services deliver high-complexity electronic and electro-mechanical assemblies globally and in any volume, at the right price and on time through our engineering skills and global buying power.

The Perry, Ohio facility specializes in printed circuit board layout and design, low, medium and high volume surface mount technology manufacturing, and in-house automated and semi-automated coating, potting and encapsulation for ruggedized electronics.

The Situation

In 1997 TT Electronics implemented a Toshiba phone system. By 2008 the phone system had run out of space for adding new users. The company started taking phones away from existing employees just to make sure the new employees had a phone to use. Toshiba advised the support on this particular PBX had lapsed and the model was outdated. In order to continue



with Toshiba, TT Electronics would have to purchase a completely new version of the hardware. This was a lateral move and extremely expensive. This untenable situation led TT Electronics to search for a completely new phone system.

“In the beginning phases of our research we determined that solutions from Nortel, Avaya and Cisco, were not in the company’s best interest. Considering the current situation with Toshiba we decided to search for a flexible, lower cost effective and non-proprietary solution - Management started to focus on an open source solution as it was believed that it would deliver the best return on investment...”

David Koch, Manager Information Systems



David continued, “...we discovered an open source solution called Asterisk and began our in-house evaluation. Our IT staff had some Linux background, but very little telephony background. We were able to determine that Asterisk was a possibility, but we didn’t have the time or expertise to make it work as a production system; let alone the entire corporation. In order for this to be successful we needed to find an experienced solutions provider to help us transition off of the Toshiba PBX to a modern phone system.” A quick web search lead David to Taridium.

The Solution

At the time TT Electronics were not even looking for a graphical management interface. The Taridium interface immediately changed their perception though. They could now manage their PBX themselves and hand daily maintenance tasks off to an administrator. Due diligence motivated in depth comparisons with an array of open source VoIP companies such as Fonality, Switchvox, Trixbox and Digium. After an exhaustive search which took 6 months, TT Electronics finally chose Taridium as their new standard for a corporate phone solution.

“It was a long process but we needed to find the right solution and that was Taridium. They offered the best blend of flexibility, price to performance, excellent references, and expertise. The management approved the first deployment in our Ohio office, and we moved forward with the installation. Taridium did a complete evaluation and helped us get our infrastructure in line. They were patient and stood by us while we dealt with internal network issues. Once those issues were resolved, Taridium remotely installed and configured our entire Perry office (initially 150 users) in a matter of days. To say the least we were surprised at the level of expertise and speed at which our phone system was put into production. To add on, Taridium is incredibly responsive with customer support and we are extremely impressed. On our old system, we had to deal with special on-site service calls

even for minor changes. Just the turn around time for remote management of this system is worth it.” added David.

The Key Drivers

- Clean and simple end-user interface
- Powerful administrative interface
- Ease of use
- Professionally supported solution
- Ability to add phones and users in-house
- No hard limits on the number of users and expandability
- Excellent price to performance ratio
- Fast turnaround of remote access and troubleshooting

“Compared to the proprietary solutions we looked at, this was a bargain given the performance we got from Taridium.”

Mark Kray, Vice President and General Manager